

Grove Road Surgery Newsletter

Volume 8 Issue 1

March & April 2013

Editors Comments

(Stephen Fowler, Practice Manager)



Welcome to first edition of 2013. I must apologise to our readers that as we are now 2 months into a new year, we are only now finding the time to put together our first edition of the year. March is now here, so spring has started and the year is already 25% over - where has it gone? It seems like only last month it was Christmas, but this probably mainly due to the snow, icy roads and the cold evenings of late.



Now the daffodils are letting us know that spring is here and Easter is looming.

NHS 111 Service

Many of you will be aware that from the 5th March 2013 a new national service is being introduced. Locally this will take effect from the 13th March 2013. NHS 111 service aims to make it easier for people to access healthcare services when they need medical help. The existing 999 service will still continue and this should always be used for life threatening emergencies. NHS 111 service replaces NHS

direct and becomes the first point of contact to medical services. Calls are free and the service is available 24 hours a day , 365 days a year. It should be used when you need medical help that is not an emergency, otherwise 999 should have been rung. If you do not know who to call for medical help . Or you think you need to go to Accident and Emergency or simply need health information / reassurance about what to do next. When the surgery is closed, at present all calls are diverted to the out-of-hours service but from the 13th March you will directed to telephone 111. Please note that South East Health, the out of hours doctor service is still operational but controlled by 111.

Opening Times During the Easter Holiday



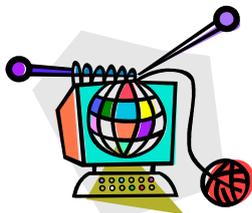
We will be open for normal working until 6pm on Thursday 28th March. We will then be closed, re-opening our doors at 8am on Tuesday 2nd April. Between these dates and times, NHS 111 and South East Health, will take over. When phoning the surgery out-of-hours, your call will be automatically diverted to NHS 111. Please note that the walk-in-centre at Eastbourne station will also be open from 8am to 8pm each day.

Data Collection and Use

In January 2013 the media reported that GP's are being forced to hand over confidential records and quoted patient's drinking habits, waist sizes and illnesses would be stored within a giant NHS database run by the NHS's Health and Social Care Information Centre (HSCIC). Furthermore, it warned that patient confidentiality would end as personal information was handed to 3rd parties. NHS officials insist the information centre will be a ' safe haven '. The Data Protection Act prevents this information being passed or made available to anyone outside the NHS and so referring to ' safe havens ', whilst uncomfortable with some, is actually correct. Of course many of just do not trust ' safe havens ' and history has shown there is grounds in these concerns. The Health Secretary, Mr Jeremy Hunt, said before Christmas that he wanted medical records to be stored and shared between hospitals, GP's, and care homes. He sold the programme as part of plans for a ' paperless NHS ' by 2018, claiming thousands of lives will be saved as a result. It should be noted that HSCIC under the Health and Social Care (H&SC) Act 2011 is the single authorised body to conduct national data collections. The media was reporting that this was the first anyone had heard of this but in fact it is enshrined in the H&SC Act. Why is this information needed. Well the simple answer is in order to

analyse demand for services and improve treatment. It should be recognised that GP patient records are the most complete records of a patient's health within the NHS. They comprise a wealth of information about patient care, the prevalence of diseases and treatments given. I have to say that GP's are being 'strong armed' into handing over this data, but the extraction is being conducted automatically from practices clinical systems. Under the Data Protection Act much of the data extraction will be anonymous, as an individuals name and address is not needed when analysing some material, but age / sex and postcode maybe relevant in others. I think it is time to admit ' Big Brother ' has finally found the NHS.

Practice Website



The practice website is now just over a year old and I know many of you find it very helpful and useful. To those who haven't yet seen or used it, can access via:- www.GroveRoadSurgery.co.uk You can also order your repeat medications from the website once you have registered on-line for this service.

Sharps Boxes



Please note that we are no longer able to take your sharps boxes in at the surgery, as the law has changed, meaning only licensed waste contractors are allowed to accept sharps containers. The practice is unable to take responsibility for the contents of a sharps box

where they've not been involved in the filling of the contents. Patients are directed to the community pharmacies who issued their sharps container or to Eastbourne County Council who has a duty of care to collect clinical waste from householders who are **self treating**. The service is free and for **private householders only** and is not available for clinical waste from Rest and Care Homes or GP surgeries. Patients who need clinical waste collection should contact Eastbourne Borough Council, Cleansing Group, 1 Grove Road, Eastbourne BN21 4TW (tel. 01323 415229) or visit their website:-

www.eastbourne.gov.uk/environment/waste/rubbish-and-waste/household-waste/clinical-waste/)

Please ensure you read their guidance notes thoroughly, printing out and completing the clinical waste duty of care form. These forms are required to be signed by a Dr or Nurse before returning to the Council Office.

Patient Participation Group (PPG) Recruitment



We are always looking to recruit new members to the PPG. The group is made up of voluntary members, both male and female and from a variety of ages, cultures and religions. We also have disabled members so no-one is excluded. The group meets at 10:30am on a Wednesday morning, every 8 weeks or so here at the surgery. Meetings last approximately 1½ hours, At present we do not have a young mum on the team nor do we have any teenagers so if you have some spare time and think you can be of help, we would like to hear from you. There is a feature on our surgery website about the group and you can contact them via the website or write to the PPG c/o the surgery.

Your Changing NHS

The 1st April marks the start of two significant changes for all surgeries, namely Care Quality Commission (CQC) Registration and GP Led Commissioning.

CQC requires under the Health and Social Care Act 2008, that all practices give assurance to their patients that they are meeting the CQC essential standards of quality and safety. CQC inspectors ensure practices are meeting requirements but also gives CQC legal powers to deal with poorly-performing practices.

CP Led Commissioning – for the past year the Clinical Commissioning Group (CCG) has been working with and shadowing the outgoing PCT staff who have had the responsibility for commissioning medical services for almost the last 10 years. Dr Bruuns has been involved with the CCG and has been an active board member for the last two years, which is why he has not been available at the surgery on a Tuesday, as he is undertaking CCG work. This shadowing role finishes on the 31st March and the real GP led Commissioning starts on the 1st April 2013.

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