

# Newsletter Summer/Autumn 2018



Tel: 01793 616057

<http://www.oldtownsurgery.com>

IT



## Surgery News

### System Migration

Old Town Surgery will be changing its IT system from INPS Vision to TPP System One.

The surgery is currently going through the deployment process, and the new system will go live on the 6th of August 2018. Therefore there will be no pre-bookable routine appointments available from the 1st to the 6th of August 2018.

Please ensure you have sufficient medication to cover you for this period. Patients with acute on the day issues will be directed to the walk in centre, Children's clinic or one of the SUCCESS clinics..

### Dr Tom Fisher

Dr Tom Fisher will be with us until Tuesday 17th July 2018. He will return to Old Town Surgery on Tuesday 25th September 2018. Dr Fisher is available for appointments all day on Tuesdays. From the 1st of October 2018 Dr Fisher will be working at Old Town Surgery 3 days a week

### Patient Participation Group (PPG)

Many thanks to the Old Town Surgery Patient Participation Group (PPG) for the donation of 2 TV monitors for the surgery's waiting rooms. All fundraising is organised by PPG members. The monitors will be used to advertise Health Promotion, & education.

### Patient Education Events

The last patient education event was a Young Persons event held on Friday 4th May 2018 at Commonweal School. There were speakers and experts from the following services: U Turn, Self Harmony, Swindon Sexual Health & Contraception, LIFT Psychology, SAM advocacy Movement, Alive N Kicking, and Nationwide Financial Services.

Please see the practice website for details of the next event.

We hope you have found our newsletter helpful.

If you have any suggestions as to what you would like to see in future editions or as to how we could improve the care or services we provide, do not hesitate in sharing them with the Practice Manager Hayley Slatter.

You can direct any suggestions to the practice manager via the practice e-mail address at: [ots@nhs.net](mailto:ots@nhs.net)

Note this e-mail address is only for contacting the practice manager and prescription requests **ONLY** as we will not respond to any other e-mails.

**This publication is available in larger print. Please ask at reception.**



## Appointments & Triage Service

We operate an “Appointments Only” system at the practice.

Please avoid arriving at the surgery without an appointment as this causes significant delay in treating patients who have booked their appointments.

If you are unable to wait for the next routine appointment and you need to see a doctor more urgently, please ring **before 11am** and ask to speak to our **Triage Nurse** who will contact you initially by telephone.

She can assess, diagnose and treat minor illnesses either over the phone or face to face. Sometimes she may feel it necessary for you to either be placed on the Doctor’s telephone list or to give you an emergency appointment with the appropriate healthcare professional.

If there are no GP appointments available, and you need to be seen on the day, you may be directed to one of the SUCCESS urgent care Centres.

The urgent care centres are located at:

Swindon Health Centre, 1 Islington Street, Swindon SN1 2DQ or

Moredon Medical Centre, Moredon Road, Swindon SN2 2JG

This does not restrict your ability to make a routine Doctor’s appointment

Hot Tots Children's Clinic (part of the SUCCESS Urgent Care Centre) — 0300 111 00 88 is available to children up to 18 years old. The telephone line is manned by paediatric specialists and is available 7 day a week 8am-8pm.

## Online Services

Vision Online Services enables patients to view and reorder current repeat prescriptions . It also allows patients to make, cancel or view appointments online.

If you would like to continue ordering your prescriptions via the internet, please register for the Vision Online Service. You can still order prescriptions in person at the surgery or by fax. The fax number is 01793 521234.

If you are interested in using the online service, please download the form from the website or ask at reception for the information sheet .

We require you to complete the form and bring it to the surgery along with photo ID. For further information on how the service works or to use once you have your token, please visit: <http://www.myvisiononline.co.uk>

There is a help button in the top right hand corner of the web page.

Please note our staff are only able to issue your registration token but are NOT able to re-set passwords. Passwords can ONLY be changed by the patient.

## Summary Care Records (SCR)

If you are registered with a GP practice in England, you will already have a Summary Care Record (SCR), unless you have previously chosen not to have one. It will contain key information about the medicines you are taking, allergies you suffer from and any adverse reactions to medicines you have had in the past.

Having a Summary Care Record can help by providing healthcare staff treating you with vital information from your health record. This will help the staff involved in your care to make better and safer decisions about how best to treat you.

The information shared will solely be used for the benefit of your care.

**Express Consent** for medication, allergies and adverse reactions only.

If you wish to share information about medication, allergies for adverse reactions and further medical information that includes: your illnesses and health problems, operations and vaccinations you have had in the past and how you would like to be treated (such as where you would prefer to receive care), what support you might need, and who should be contacted for more information about you.

**Express dissent for Summary Care Record (opt out).**

Select this option, if you DO NOT want any information shared with other healthcare professionals involved in your care. If you chose not to complete this consent form, a core Summary Care Record (SCR) will be created for you, which will contain only medications, allergies and adverse reactions.

**Who can see it?**

Only health staff involved in your care can see your summary care record.

**Do I have to have one?**

No, it is not compulsory. If you choose to opt out of the scheme, then you will need to complete a form and bring it along to the surgery.

You can use the following form: <http://systems.hscic.gov.uk/scr/library/optout.pdf>

For further information visit the NHS care records website: <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/overview.aspx>

## Carers

If you care for someone or are being cared for, please ask at reception for a Carer's Pack which includes registration forms for Swindon Carers, and information sheets, useful telephone numbers etc. Contact the practice Carer's Lead Jane Dennys for more information.

## Travel Advice & Immunisations

Please book an appointment 8 weeks prior to departure in order to guarantee appointment availability and organise appropriate vaccination schedules.



## Wyvern Health Partnership (WHP)

The Wyvern Health Partnership incorporating Merchiston Surgery, Kingswood Surgery, Hawthorn Medical Centre, Lawn Medical Centre, Ridgeway View Medical Practice, Old Town Surgery and Priory Road Medical Centre will work together to develop services, share best practices and collaborate on initiatives.

The new partnership aims to improve the quality of care provided to over 75,000 patients.

The aim of the new partnership is to deliver a resilient, sustainable and efficient primary care service, which can attract and retain GP's, other clinical staff and support staff. This in turn will improve the quality of care and patient satisfaction.

We have a question and answer leaflet at reception which should answer any questions you may have.

### **Surgery Opening**

#### **Times:**

*Monday to Friday*

*08:00 to 18:30*

*NB: surgery*

*telephone number is*

*unavailable between*

*1-2pm although the*

*surgery is still open*

*Old Town Surgery*

*Curie Avenue*

*Okus*

*Swindon*

*SN1 4GB*

*Telephone:*

*01793 616057*

[www.oldtownsurgery.com](http://www.oldtownsurgery.com)

### **Shingles Campaign**

You are eligible for a shingles vaccine if your birthday falls between:

2nd September 1945 to 1st September 1946

2nd September 1937 to 1st September 1938

Please ask at reception for more information or to book an appointment.

### **NHS Health Checks**

The NHS is providing health checks for patients aged 40-74 who have not already been diagnosed with heart disease, stroke, Type 2 Diabetes or kidney disease. The check will take about 15 minutes. We will record your height, weight, blood pressure and take a blood test to check your cholesterol level.

If you fall within the criteria, please call the surgery to make an appointment.

If you are eligible, a health check can be booked with any of the practice nurses.

### **Travel**

Please book an appointment 8 weeks prior to departure in order to guarantee appointment availability and organise appropriate vaccination schedules.