



## List Maintenance Project 2015

The NHS is carrying out work in Bath, Gloucester, Swindon and Wiltshire to make sure the patient details on GP records are accurate. Letters are being sent to some patients but not all. If you do receive a letter, please either confirm your details or submit any changes.

### Surgery Opening

#### Times:

Monday to

Friday

08:00 to 18:30

NB: surgery is

closed between

1-2pm

Old Town

Surgery

Curie Avenue

Okus

Swindon

SN1 4GB

Telephone:

01793 616057

Please respond to the letter within 4 weeks. If you do not respond, the NHS will assume that you have moved away and begin the process to remove you from the practice list.

For more information about this project please visit:

<http://www.sbs.nhs.uk/primary-care-services/sw>

## Patient Participation Group

Are you interested in attending talks on health matters or would like to have your say as a patient representative member?

Being part of the group needn't be a chore. Meetings are held every 2<sup>nd</sup> Thursday of the month at 6.45pm or you could join as a virtual member and receive communications by email or post.

Questions/Enquiries that the PPG might seek your opinion about may be: The services the surgery provides and any improved changes, setting priorities for the future, helping to agree questions for patient surveys.

If you wish to participate, please ask at reception for an application form or see the website for further details. All communication regarding the Patient Participation Group can be directed to: [ppg.ots@nhs.net](mailto:ppg.ots@nhs.net)

The surgery has received a donation of £592.17 in memory of Mr Leslie Smith. Discussions will be held with the PPG to decide how best to spend this very kind donation.

## Shingles Campaign

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

2nd September 1943 to 1st September 1944

2nd September 1935 to 1st September 1936

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

# Newsletter Spring/Summer 2016



Tel: 01793 616057

<http://www.oldtownsurgery.com>



## Education events at the Surgery

Please see the practice noticeboards and practice website for upcoming events.

## Surgery News

Dr Robert Nixon has joined us as a salaried GP as from the 4th of April 2016 Dr Nixon is a very experienced GP with over 30 years of General Practice experience.

Dr Nixon will be working Monday & Tuesday all day and Wednesday mornings.

Sister Amanda Pollitt will be joining us as of the 8th of June 2016 Amanda is a very experienced Practice Nurse who specialises in travel vaccinations and advice.

Jackie Weedon be retiring from her post as Office Manager after 12 years of service.

Lynn Garrard will be joining the practice as Office Manager as from the 20th of June 2016.

## Text Reminder Service

The surgery has a text reminder service for patient appointments.

Please ensure the practice has an up to date mobile number for you to receive text reminders of your appointments.

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, as we will not respond to any other e-mails.

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

## Appointments

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

Hot Tots Childrens Clinic (part of the SUCCESS Urgent Care Centre) — 01793 646466 is available to children up to 18 years old. This emergency phone line is manned by qualified pediatric specialists and is available 7 day a week 8am-8pm.

## Online Services

At Old Town Surgery we have introduced Vision online services. This will change the way you order your current repeat prescriptions and also allow you 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 and bring into 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.

## Travel Advice & Immunisations

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

## Summary Care Records (SCR)

There is a new Central NHS Computer System called the Summary Care Record (SCR) It is an electronic record which contains information about the medication you take, allergies you suffer from and any bad reactions to medications you may have had.

### Why do I need a Summary Care record?

Storing information in one place makes it easier for healthcare staff to treat you in an emergency, or when your GP surgery is closed. This information could make a difference to how a Doctor decides to care for , for example which medicines they choose to prescribe for you.

### Who can see it?

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

How do I know if I have one?

over half the population of England now have a SCR. You can find out whether summary care records have come to your area by looking at; [https://urldefense.proofpoint.com/v2/url?u=https-3A\\_www.networks.nhs.uk\\_nhs-2Dnetworks\\_ahp-2Dinformatics-2Dnetwork\\_news\\_summary-2Dcare-2Drecord-2Dinteractive-2Dimplementation-2Dmap&d=CwIFAg&c=IV\\_clAzoPDE253xZdHuIlRgztyh\\_RiV3wUrLrDQYWSI&r=CRgry4RKea8JnqDA1HFniGBYzchCvZH8oQhDmWt9JD4&m=eblmA5lcpeFkzVVbhxhzL7Kg5kVfk\\_5vnLN8rg-75RQ&s=wxKGglX54K8gJAWehMXa3l8oJsS28i6FqhSnZnOuyE&e=](https://urldefense.proofpoint.com/v2/url?u=https-3A_www.networks.nhs.uk_nhs-2Dnetworks_ahp-2Dinformatics-2Dnetwork_news_summary-2Dcare-2Drecord-2Dinteractive-2Dimplementation-2Dmap&d=CwIFAg&c=IV_clAzoPDE253xZdHuIlRgztyh_RiV3wUrLrDQYWSI&r=CRgry4RKea8JnqDA1HFniGBYzchCvZH8oQhDmWt9JD4&m=eblmA5lcpeFkzVVbhxhzL7Kg5kVfk_5vnLN8rg-75RQ&s=wxKGglX54K8gJAWehMXa3l8oJsS28i6FqhSnZnOuyE&e=)

### 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>

### More information

For further information visit the NHS care records website; [https://urldefense.proofpoint.com/v2/url?u=http-3A\\_www.nhs.uk\\_NHSEngland\\_thenhs\\_records\\_healthrecords\\_Pages\\_overview.aspx&d=CwIFAg&c=IV\\_clAzoPDE253xZdHuIlRgztyh\\_RiV3wUrLrDQYWSI&r=CRgry4RKea8JnqDA1HFniGBYzchCvZH8oQhDmWt9JD4&m=eblmA5lcpeFkzVVbhxhzL7Kg5kVfk\\_5vnLN8rg-75RQ&s=aDDhYG3l6cKrqIsV-xbMFYQjvNo77DktcsdpTZviasw&e=](https://urldefense.proofpoint.com/v2/url?u=http-3A_www.nhs.uk_NHSEngland_thenhs_records_healthrecords_Pages_overview.aspx&d=CwIFAg&c=IV_clAzoPDE253xZdHuIlRgztyh_RiV3wUrLrDQYWSI&r=CRgry4RKea8JnqDA1HFniGBYzchCvZH8oQhDmWt9JD4&m=eblmA5lcpeFkzVVbhxhzL7Kg5kVfk_5vnLN8rg-75RQ&s=aDDhYG3l6cKrqIsV-xbMFYQjvNo77DktcsdpTZviasw&e=)

or the HSCIC website; <http://systems.hscic.gov.uk/scr>

## 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. We run the carers’ coffee mornings on the third Wednesday of every month from 1:30-3:30pm.

Contact the practice carer’s lead Clare Wakefield for more information.

## 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 correct criteria, please call the surgery to make an appointment for a health check.

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