

Summary Care Records

Should you choose to have one, your **Summary Care Record (SCR)** is a short summary of your GP medical record that is held on the national NHS computer system. It contains information on the medicines you take and your allergies. You can also choose to have an enhanced SCR and include other information, for example any chronic conditions that you have been diagnosed with.

If you have given FMP permission to share your SCR (or enhanced SCR), when you require treatment away from the Practice healthcare staff can access these records and make sure you are given the right medicines and treatment. Prior to looking at your data, staff at other healthcare organisations will always ask your permission to access your records (except in an emergency – for example, if you are unconscious).

Only healthcare staff with the right NHS security clearance can access the system and these staff are all covered by

Join the PPG

The Patient Participation Group (PPG) is looking to recruit new members. We meet once every two months at the practice on a Tuesday evening at 6pm. If you believe you could assist the practice in maintaining and where possible improving its healthcare services we'd be delighted to hear from you. For more information please contact:

the same rules of confidentiality that govern your GP.

You need to let FMP know if you wish to have an SCR and how you wish your data to be shared. The Practice has a data sharing information pack that is available from reception. Next time you are in or near the surgery, please ask for a pack and return the Patient Data sharing choices form it contains.

Online services

The Practice has been set the target of having 20% of its patients signed up for online services by the end of March 2018. Please help the Practice achieve this target by asking for a registration form at reception. Registration is easy and you simply need to fill in a short form and provide an email address.

Once registered you will be able to book and cancel appointments online, renew prescriptions and view your GP record all from the comfort of your own home.

■ Fakenham Medical Practice
 Reception 01328 851321
 Repeat Prescriptions 01328 850324

■ Walsingham Branch Surgery and Dispensary
 01328 820334

■ Norfolk County Council Social Services
 01328 850100

Fakenham Medical Practice website
www.fmp.nhs.uk

Surgery Notes

NUMBER 27 AUTUMN 2017

2017 'flu vaccinations

All patients eligible for a free 'flu vaccination are asked to support FMP by having their vaccination at the Practice this year. 'Flu vaccinations represent an essential source of income for FMP and we aim to make the process as convenient as possible for patients.

In 2017 FMP will be holding its annual Saturday morning 'flu clinics on:

Fakenham Medical Practice

- ▶ Saturday 7 October 9 – 11.45 am
- ▶ Saturday 14 October 9 – 11.45 am

Walsingham Surgery

- ▶ Saturday 21 October 9 – 11.45 am
- These dates will be advertised at the surgeries and in the local press nearer the time. Patients eligible for a free 'flu vaccination are asked to put the dates in their diaries now.

Eligible patients include all patients over 65 years of age (those born before 1 April 1953), younger patients with long term conditions (Bronchitis, MS, HIV/AIDS, Chronic Heart, Liver, Kidney or Obstructive Lung Disease, Diabetes), pregnant women, patients with learning difficulties, patients with asthma currently

taking steroid treatment, patients that are immune suppressed, patients that have had a stroke, and patients that are registered with the Practice as a carer.

Eligible patients wishing to receive a flu vaccination are invited to make themselves known to reception and a vaccination appointment will be arranged. We anticipate that nearly all patients will receive their vaccination within 5 to 10 minutes of requesting the service.

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FAKENHAM MEDICAL PRACTICE

11 doctors, 15,000 patients

The Fakenham Medical Practice (FMP) is a busy eleven doctor dispensing Practice providing care to around 15,000 patients that either live in Fakenham or the many surrounding villages.

The Patient Participation Group (PPG) aims to strengthen the relationship between FMP and its patients and to assist the Practice in continuing to provide all its patients with accessible, responsive and efficient services.

With this in mind, the PPG asked the Practice for some key messages to patients that would help us deliver good, safe and effective care:

- Treat our staff with courtesy and respect, irrespective of their age, gender, ethnic origin, religious beliefs or role – they are all here to help.
- Be on time for every appointment made for you and let us know in advance if you are running late or are unable to attend.
- Make all requests for urgent or same day care as early in the day as possible by phoning 01328 851321 and choosing option 2 to speak to a receptionist. Be prepared to give a brief explanation of why you feel you need to be seen today; please remember all Practice staff are covered by the same rules of confidentiality as your GP.
- If requesting a call from the Practice, please give us the correct telephone number for a return call and stay by this

phone when expecting a call.

- When contacted by the triage team speak openly and honestly about your condition and concerns. This will enable us to book you an appointment according to clinical need. If you need to be seen quickly you will be offered an appointment the same day; if not then you will be offered a routine appointment within a longer timeframe. Of course, the triage team may also be able to help you without the need for you to be seen in person.
- Always keep your contact details, name address, home telephone number mobile phone number up to date and sign up to receive SMS text messages from the Practice for appointment confirmations and other healthcare messages. Ask at reception for further information.
- Sign up for GP online services to book and cancel appointments, renew prescriptions and view your GP record online – ask at reception for a registration form and remember to bring ID when you return the form.
- Request a home visit only if you are genuinely too unwell to visit the Practice.
- Remember we do not offer a walk-in service. For minor injuries, e.g. burns, cuts or possible fractures, you should contact Cromer Minor Injuries Unit, Mill Road, Cromer, open 8am to 8pm, seven days a week. Tel: 01603 646200.

Practice ‘parkrunners’

Exercise can reduce your risk of major illness, such as heart disease, stroke, type 2 diabetes and cancer by up to 50% and lower your risk of early death by up to 30% (www.nhs.uk). This is a message that staff at FMP are taking very seriously. FMP Running Club was set up in 2016 and doctors get together after surgery one evening a week and run about 8k, often with their dogs joining the group. This has led to participation in ‘park runs’ (www.parkrun.org.uk) on a Saturday morning. Senior partner Dr Bennett and his wife Dr Birt started with the 0 – 10k runner app and found this an excellent way of easing into running and losing weight. Dr Birt, along with Dr Powell and Dr Ferrar, then completed the Cambridge half marathon in March and Nurse Riseborough

the North London half marathon. The Assistant Practice Manager ran the Norwich half marathon in April. Dr Blair says “I love exercise; I regularly exercise for the health benefits both physical and mental”. Go to www.nhs.uk for the ‘couch to 5k app’ and www.activenorfolk.org for help and ideas on how you could increase your physical exercise.



Missed appointments

In June 2017 patients did not attend 320 appointments that had been booked for them. This represents 53 hours of clinical time that could have been provided to other patients in need.

In July the Practice started a trial of a new SMS text messaging system that both confirms the date and time of a booked appointment and reminds the patient of the appointment a couple of days before it is due. The new system also offers the patient the opportunity to

automatically cancel the appointment when the confirmation or reminder arrives if it is no longer convenient. This means the appointment can be immediately offered to another patient.

To maximise the benefit of this trial, patients are asked to speak to a receptionist to ensure that the Practice has their correct mobile phone number on their patient record and that we have recorded their consent to receive SMS text messages.