



Laurel Bank Surgery NEWS

Malpas, Cheshire SY14 8PS Tel: 01948 860205 Fax: 01948 860142

Autumn 2008



NEW MEMBERS OF THE HEALTH CARE TEAM

In May we said farewell to Maria Huxley, one of our Dispensary team, who left us to join the Dispensing team at Hodnet Medical Practice in Shropshire. Maria had been with us for many years and we were sorry to see her go. However, we are pleased to welcome several new staff: Lisa Garton and Stephanie Chetwood join Dispensary, Gemma

Gabriel and Audrey Pritchard are new Receptionists, Kate Evans and Sam Earl join the Admin and Secretarial teams. Pam Quinn has left our Practice Nursing team after 4 years to become a full-time District Nurse, so we will still see her everyday. Pam is replaced by Sister Pippa Burchell. Joy Isherwood has also joined the nursing team as a new Health Care Assistant.



Lisa Garton, Sam Earl, Audrey Pritchard, Alison Handley & Stephanie Chetwood

We were sorry to see Dr Mike Price retire after 27 years at the practice. He was very touched by all the good wish cards and donations he received from so

many people. We all miss him and wish him well in his retirement.

Dr Tony Statham will be looking after Dr Price's patients until a new Doctor joins the practice to take his place.



Pippa Burchell & Gemma Gabriel



Save Our Dispensary

The Government is thinking about changing the rules about where patients can get their medicines. At the moment, patients who live more than one mile away from a chemist can get their medicines from our dispensary. If the rules change, these patients may no longer be allowed to do this.

The four options they are considering are: 1) Leave things as they are - we support this option. 2) Let the local Primary Care Trust decide - we are not sure it will allow doctor dispensing. 3 & 4) Change the rules so that only doctors who are more than a certain distance from a chemist may dispense to anyone - this would end our dispensing option.

We are asking the Government to keep things as they are and not change the rules. We think it should be the patients' choice where they get their medi-

cines and it is particularly important that the elderly, disabled and those with transport difficulties can continue to get their medicines from the surgery.

The government is asking everyone affected, including patients, to tell them what they think. You can: 1) complete our questionnaire, 2) write to Gillian Farnfield MPI - Community Pharmacy Policy, 4th Floor, Skipton House, 80 London Road, SE1 8LH. 3) email PWPCONS@dh.gsi.gov.uk or 4) complete a form available online at <http://www.dh.govt.uk/en/Consultations/Liveconsultations>.

The government wants to hear about your personal experience of being a patient of a dispensing practice and what that means to you. Please copy your response to your MP and be sure to put your views across in time for the deadline of **20th November 2008**.



Surgery Opening Times:
Monday to Friday
8:00 to 6:30pm

Dispensary Opening Times:
Monday to Friday
8:00am to 6:30pm
(closed for lunch each day from 1pm to 3pm)

Please allow **48 hours notice** for repeat prescriptions, which can be ordered by letter, by **fax** on 01948 860142 or by using **EMIS Access** via our website: www.malpassurgery.co.uk.

As a last resort, you can order by **telephone** on 01948 860506 between 9am and 10:30am Mon to Fri.

Prescriptions can be collected in person, sent by post on receipt of an SAE, or sent directly to P Williams the Chemist in Malpas.

STOP PRESS!

EXTENDED HOURS

Please note that we now open 8am to 6:30pm from Monday to Friday.

You can also access further medical appointments via the PCT Extended Hours Service.

Please see *Page 2* for more details...

☺ ☺ ☺ ☺ We would like to thank N & J Owen for all their help ☺ ☺ ☺ ☺
☺ ☺ in distributing this newsletter since we started in September 2005! ☺ ☺



Vaccinations and Immunisations Update

Flu Vaccinations

These are recommended for those aged 65 years and over and people who are considered to be *At Risk*, i.e. those with chronic respiratory and heart disease, diabetes, serious kidney or liver disease, on repeat steroid medication or lowered immunity due to disease or treatment. The Department of Health are asking GPs to make sure that the vaccine is prioritised to these groups. If you are 65 or over, or in one of the *At Risk* groups, please contact the surgery to make a 5 minute appointment in one of our flu clinics. These start from **Tuesday 7th October**.

The District Nurses will continue to visit patients who are not able to attend the surgery for an appointment. We are not able to give a vaccine to those patients who do not fall into the 65 years and over or the *At Risk* group during the campaign.

MMR Catch Up Campaign

We have been asked by the Department of Health to recall any children between 13mths and 18 years who have not yet received an MMR vaccine or those who need a booster to reduce the risk of a measles epidemic.

Information leaflets are available in the Waiting Room. The Health Visitors can be contacted for further advice on 01948 860643. If they are unavailable at the time, please leave a message on the answer phone and they will ring you back.

HPV (Human Papilloma Virus)

The DOH have also asked us to help them with the new vaccination programme against cervical cancer. We will be offering a course of 3 vaccines to all girls aged 17 to 18 (born between 1st September 1990 and 31st August 1991). This will start in October; girls will receive a letter and information about the vaccine. The DOH are arranging vaccinations of all girls aged 12 to 13 this year within the school vaccination programme and for 14 to 16 years at a later date.



Extended Hours Appointment Service

Western Cheshire Primary Care Trust is launching a new service to provide extended access to GP services. If you have trouble fitting appointments to see your GP/Practice Nurse into your busy life, or if you find it difficult to get to the GP practice during the day, this new service

may be the answer.

All patients registered with a GP practice locally are now able to ring a central telephone number (01244 364700) to book an appointment with a GP or a Practice Nurse between 6:30pm to 8pm Monday to Friday and 10am to 12noon Saturdays.

You will not be able to see your own GP but the staff there will have access to a summary of your clinical record. The clinics are held at Tattenhall (Wed to Sat), Helsby Health Centre (Mon to Tues), St Martin's Clinic, Chester, and Ellesmere Port Hospital.



Malpas Patient Comfort Fund Update

The Comfort Fund was founded in 1988 by Nursing staff based at Laurel Bank Surgery for all residents in Malpas and the surrounding area to enhance and supplement our nursing care. The fund is managed by a team of Health Professionals, Practice Staff and Patient Representatives who decide how donations are utilised. The fund is completely reliant on voluntary donations and fund

raising events.

Last year the fund supported Sister Evans in purchasing equipment to aid her X-Pert Diabetes Patient Programme.

Recent contributions to the fund have been made by Mr & Mrs Bill Rich who held a dance at Jubilee Hall earlier in the year and raised £210.45.

We also thank N & J Owen for their continued support in distributing

this newsletter as well as their donations to the Comfort Fund which contributed to the purchase of the Diabetic Expert Patient Kit. Many others have also contributed and all the help and support the fund receives really makes a difference to local people who need it. We thank everyone for their contributions, large or small: it all adds up to improve the care we can provide.



Graphnet & the Local Electronic Health Record

Graphnet is the computer tool that is used by Western Cheshire PCT to extract coded data from our patients' computer record at the practice. The clinical data is matched with the patient demographic data (name, address and postcode) which is already held by the PCT on their Patient Registration computer system. The combined data is then stored on the Graphnet computer file server which is held in a secure locked room at the PCT in the 1829 Building on the Countess of Chester Health Park.

Patient data is extracted from the practice system on a daily basis. Only coded data is taken from the patient's record. This includes information about patients current and past significant problems, their current medication, any allergies which have been recorded, the patients health status which includes their last blood pressure reading, smoking status, height, weight and alcohol intake, the last bloods tests results and any x-ray, scans or other investigations which are recorded on the patients practice record (this will not include investigations done in hospital if the practice has not received a copy of the results). No sensitive codes or information which has

been entered as free text by the practice doctors or staff are extracted from the practice computer system.

This information is held on a master data index called the Journal Table. The journal table is managed by the PCT Graphnet Administrator who is responsible for ensuring that the connections are working correctly and are up to date. He will report any problems with the transfer of data back to the practice and to the PCT ICT Helpdesk so that they can be resolved straight away.

The practice is in the process of signing an agreement with the PCT which clearly outlines the PCT responsibilities; complying with the NHS Confidentiality Code of Practice.

Access to the data is only allowed under a strict Data Sharing Agreement which is signed by all users. All access is password protected and there is an entry in the audit log every time a patient's record is accessed. The log is monitored by the Graphnet Administrator.

Western Cheshire PCT makes this information available in the form of a shared electronic health record via a secure web link to the local Out-of-Hours Service. The patient's permission is obtained before the Out-of-Hours Clinician is

able to look at the patient data. This can then inform them of important information when dealing with the patient's call.

The shared electronic record is also used by the Diabetic Department at the Countess of Chester Hospital. The Diabetic Consultants and the Diabetic Specialist Nurses can see coded information about patients who attend the Diabetic clinic. This will be information which the practice has recorded during their care of diabetic patients in the practice. The information assists the hospital Doctors and staff when reviewing and treating the patients. After the patients have been seen in hospital the GPs and practice staff can see the data which has been collected in the hospital clinic – this contributes to the shared care of diabetic patients.

The data can also be used for research, surveys and in the planning of local health care provision. In these cases the records used are anonymised and cannot be traced back to the individual.

The practice has decided to take part in this database. If you do not want to have your medical records treated in this way you can "opt out". To opt out please write to Mrs Lynn Suckley, Practice Manager at Laurel Bank Surgery, Malpas, Cheshire SY14 8PS.

Letter from the editor - Dr Chris Hulbert



I have a personal view about the National Electronic Health Record, which swims against the tide!

When New Labour came into power they were keen to “modernise”. This included starting big IT projects for the NHS, little thought was given to both the practical and ethical issues involved with this, let alone the cost effectiveness. The NHS database will be the largest computer system in the world, so what hope is there that the data will be safe and the system works well? So far, I understand that 13 billion pounds is the projected start up cost!

So why have a database system like this? The reason given is, if you live in Malpas and fall over in the street in Aberdeen, then the Casualty Nurse will know about your background medical details, so they can better treat you! I doubt this was the real reason for the establishment of

the database, it is much more about breaking the “monopoly” of the unique GP held lifelong medical record that exists in the UK. With the freeing up of the movement of patient clinical records goes the opportunity to allow the NHS greater management control and large health corporations into the market place. Clinical information is not as “hard” as many people imagine and although it is sometimes useful to know about past conditions, it is dangerous to rely too heavily on what is entered into the record and comes as “given”. Error creeps in and we risk being drowned in a sea of rather “iffy” data and not seeing important information clearly.

A voluntary patient held and viewable smart card system for transmitting critical information between Doctors would have been a much safer and cheaper system. I think we all need to

be responsible for our own health information and have the choice about sharing it only with people who we trust.

The NHS database has the potential with all the other databases held by the State to be used against us and not for us. Since my father was born in 1911, Europe alone has seen many totalitarian regimes come and go, all having scant regard to the unique value of their individual citizens. Never before have Governments had so many levers of control and I fear for our futures. I, for one, will be opting out of the national database on principle! Here are two links for those who would like to explore this further:

www.confidentiality.org

www.nhsdatabase.info



Diabetic Education Group

The X-pert Diabetes group (started in May 2006) was set up to help diabetic patients better understand their illness and learn how to look after their health as part of their everyday life. It has been a resounding success. Without exception, all the people who have taken part have benefited from it.

Participants have been unanimous in their approval:

“To anyone lucky enough to be invited to the diabetes course: grab it with both hands. The information learned from this is invaluable to you. The more knowledge you have, the better you will be able to cope with diabetes.”

Diabetics can lead healthy and active lives and be confident about their illness and their ability to control it.

During the course, the Nurse offers advice on all aspects of Diabetes: medication, if applicable, general health, diet, eating sensibly, food labelling and purchasing and much more.

The next course will start on 7th November. It runs over a 6 week period with weekly sessions running about 2½ hours each. If you are interested in finding out more, please contact Sister Gill Evans, Practice Nurse, at the surgery on 01948 860205.

You won't regret it!

Emergency / OOH Cover

⇒ EMERGENCIES

In the event of a serious problem, such as chest pain or collapse, call 999 immediately.

⇒ OUT-OF-HOURS COVER

Medical advice is always available for emergencies at night, weekends and all bank holidays.

If you require advice urgently, please call 01948 860205.

The recorded message will give you the number to ring in order to contact the Out-of-Hours service.

⇒ NHS DIRECT

Contact on 08454647 for non-urgent advice.