

Hampton Surgery Autumn 2013

The practice is supported by a Prescribing Pharmacist who works for the Local Commissioning Board and in conjunction with the practice to manage its prescribing: The surgery is at the moment doing a piece of work around medicine wastage and would ask you to consider the following when requesting your repeat prescriptions to help reduce the issue of wasted medicines and save money for your local NHS.

Only order medicines that you need

- Please let your GP or Pharmacist know if you've stopped taking any of your medicine
- Check what medicines you still have at home before re-ordering
- Discuss your medication with your GP or Pharmacist on a regular basis
- Think carefully before ticking all the boxes on your repeat prescription form and only tick those you really need
- If you don't need the medicine please don't order it. If you need the medicine in the future you can request it
- If you go into hospital please remember to take all your medicines with you in a clearly marked bag
- Please also remember that your medicines are prescribed for you, it's not safe to share them with anyone else

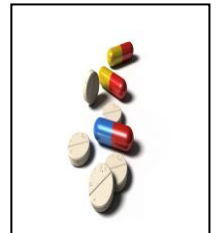
Remember that unused medicines cannot be recycled

- Even if you never open them, once medicines have left the pharmacy, they cannot be recycled or used by anyone else
- Please return all unused medicines to your local pharmacy
- Never dispose of unwanted medicines down the toilet

Unused medicines are a safety risk

- If your medicines change – return your old medicines to the pharmacy to avoid mixing them up with your new medicines
- Don't stockpile medicine – it is a safety risk for children & others who might take them
- Store medicines in an appropriate place out of reach for children

Antibiotics will not cure a cold or flu that is caused by a virus, so please don't be surprised or upset if when visiting the doctor about colds and flu, you are not given a prescription! We need to use antibiotics carefully to make sure we don't become resistant to them. Antibiotic resistance is a worldwide public health problem that continues to grow. It occurs when strains of bacteria in the human body become resistant to antibiotics due to improper use and abuse of antibiotics. This could have serious consequences for us all.



Thinking of going to medical school? Looking for some experience to put on your personal statement – have you considered joining the practice Patient Participation Group. The PPG is looking for a couple of young people to join the PPG to work together with the surgery and other members to improve services and to promote health and improved quality of care.

Interested? Please contact Phillippa Holroyd the Practice Manager on 01675 442510 who can provide further information or put you in touch with other PPG members.

It is with deep regret that the surgery has to announce the retirement of its long standing receptionist Carolyn Coverdale. Carolyn has been a member of the team at Hampton Surgery for well over 20 years and will be sorely missed. We know that you will join with us to wish her all the best in her retirement.

IF YOU OR SOMEONE YOU KNOW NEED THIS NEWSLETTER TO BE MADE AVAILABLE IN A BIGGER PRINT PLEASE CONTACT THE SURGERY ON 01675 442510.

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The Practice will soon be offering a number of pre bookable appointments online; this will work alongside the facility to order your repeat medication online and complete change of address details.

To be able to access the online services you need to be registered.

You will need to visit reception or download from our website the registration form which will advise how to complete the form, what identification is required to register and how to obtain your user name & password for the service.

Once you have received your registration details, look after these carefully until you register and consider destroying afterwards. If you lose or have your form stolen you need to contact the surgery immediately.

You will then need to visit the EMIS-Access screen which can be accessed through the practice website www.hamptonsurgery.co.uk where you will be asked to complete two screens and provide a password and security details which no one else will know.

Please note that the practice does not manage the EMIS Access Website and therefore cannot provide help with using the EMIS Access Screen. Help screens are provided on their website

TEXT MESSAGE REMINDERS



We are pleased to announce that our free SMS text message service for information about healthcare and appointment reminders is now in operation.

You need to be aware that appointment reminders by text are an additional service and that they may not be sent on all occasions but that the responsibility for attending appointments or cancelling them still rests with the patient. A patient at the practice can cancel the text message facility at any time.

Text messages are generated using a secure facility but patients need to understand that they are transmitted over a public network onto a personal telephone and as such may not be secure; however the practice will not transmit any information which would enable an individual patient to be identified.

If you do not want to have messages sent to you please can you contact the surgery for us to remove the service from your records or if you require any more information regarding the service please speak to the practice manager at the surgery.

CARE.DATA – is a modern information system which has been developed and will make increased use of information from medical records with the intention of improving health services. The system is being delivered by the Health and Social Care Information Centre (HSCIC) and NHS England on behalf of the NHS.

It is important that the NHS can use this information to get a complete picture of what is happening across health and social care and to plan services according to what works best. The new system will provide joined-up information about the care received from all of the different parts of the health service, including hospitals and GP practices. Your date of birth, full postcode, nhs number and gender rather than your name will be used to link your records in a secure system, managed by the HSCIC. Once this information has been linked a new record will be created. This new record will not contain information that identifies you. The type of information shared, and how it is shared, is controlled by law and strict confidentiality rules.

If you are happy for your information to be used then you do not need to do anything. But if you have concerns you can talk to your GP. Or look at more information which can be found out about the new system by visiting the practice website, or looking at the Health & Social Care website <http://www.england.nhs.uk/ourwork/tsd/care-data/>.

Information about how the practice uses your data can be found on our website (www.hamptonsurgery.co.uk) on the page – how we use your information

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