

BILLINGHAY MEDICAL PRACTICE

Patient

Participation

Group

“Representing patients and putting
them at the heart of all we do”

Welcome to the eighth edition of the PPG Newsletter.
We hope you find it useful and informative.
PLEASE TAKE A COPY.

GDPR – WHAT IS IT, AND WHAT DOES IT MEAN FOR ME, THE PATIENT?

The EU General Data Protection Regulation (GDPR) superseded the UK Data Protection Act 1998 on 25 May 2018. Significant and wide-reaching in scope, the new law brings a 21st century approach to data protection. It expands the rights of individuals to control how their personal data is collected and processed and places a range of new obligations on organisations to be more accountable for data protection.

As a Practice we use patient information as follows:

- ❖ We collect and hold data about you for the purpose of providing safe and effective healthcare.
- ❖ Your information may be shared with our partner organisations to audit services and help provide you with better care.
- ❖ Information sharing is subject to strict agreements on how it is used.
- ❖ We will only share your information outside of our partner organisations with your consent.
- ❖ If you are happy with how we use your information you do not need to do anything.
- ❖ If you do not want your information to be used for any purpose beyond providing your care please let us know so we can code your record appropriately.

You can object to sharing information with other health care providers, but if this limits your treatment options we will tell you.

Our guiding principle is that we are holding your information in the strictest confidence. For more information about who are our partner organisations and how your data is used please see the privacy notice on our website or ask at reception. *Nick Turner, Practice Manager*

Missed Appointments

If you no longer need an appointment that has been made for you, please **CANCEL IT** to allow another patient to have the time.

SPOTLIGHT ONDR SHREE RAJA, MBBs, MRcGP.



Dr Raja completed his GP speciality training in Chesterfield and started working at Billingham Medical Practice in August 2015 as a regular locum. Although he initially worked as part of a job-share with Dr Leeper, from September 2017 he agreed to join the Practice permanently, and as from July 2018 will work 4 days per week. When not working at Billingham Medical Practice, he attends a dermatology clinic every other week at Grantham Hospital to obtain a 'GP with special interest Diploma in Clinical Dermatology'. This is likely to be completed within the next 2 years and will be a 'feather in the cap' above the normal General Practitioner role. In addition to his special interest in Dermatology, he maintains a keen interest in Mental Health, cosmetic and minor surgery. He has two boys and In his spare time he likes travelling and watching movies.

A Day in Billingham Medical Practice Phlebotomy (Blood Laboratory)

The Health Care Assistants (HCAs) at Billingham Medical Practice normally start work by 08:30. Their routine before they commence their clinic is:

- Recording the fridge temperatures
- Clean room
- Log onto the computer
- Prepare their trolley for the day's clinic starting at 08:40

During their clinic they normally see patients in 10 or 20 minutes appointments for:

- Blood tests
- Blood pressure
- ECGs
- Memory checks
- NHS and over 75 Health Checks (normally on Tuesday PM or in the Wednesday extended hours clinic)
- Some injections

In between appointments, the HCA will check the sample boxes throughout the morning, complete tasks from the GP/NP which can include repeating samples and

New Recall System

Patients with long-term conditions are required to have an annual review involving various blood tests, blood pressure monitoring etc., and these appointments in the past have usually been spread over several months. The aim now is to do everything at one annual appointment. A note is put on the prescription form that an annual review is due, and patients should book their appointments at the first reminder.

Medicines Waste

Please continue to return medicines that are no longer required to Dispensary.

contacting patients to make further appointments. Complete scanned documents (letters) from the hospital requesting treatments to be carried out at the surgery (this requires the HCA to contact the patient and book and appointment).

In addition, we issue / return home BP monitors (when these are returned we average the readings and pass them through to the GPs).

One day a week, we each have admin time to finish tasks and letters and recall patients on secondary care-initiated medication (specialised drug monitoring). All blood tests need recording and any abnormal results reporting to the GPs

Prior to finishing, we normally prepare for the following day's clinic by printing of blood request forms. *Irene Chester, HCA*



Dementia Awareness

The Alzheimer's Society is for everyone affected by dementia – it is estimated that 1 in 3 people will be touched at some stage. Early diagnosis is important, and there are initiatives that are in place, such as the Dementia Family Support Service and the local Dementia Café, who can be contacted on 01522 692681, Monday to Friday 9am-5pm. Talk to them if you are worried about your memory or that of a loved one, are living with dementia or caring for someone with dementia.

Staff Changes

- Dr Raja will be working four days a week as from July.
- Sarah Wighton (Nurse Practitioner) is leaving and will be replaced in July by Pauline Gray, who has a special interest in respiratory medicine.
- Irene (HCA) will shortly be retiring and she will be replaced by Kirstie, who has been recruited from Pilgrim hospital.
- Emily (Dispensary) needed to have a career move and has been employed by Boots.

Billingham Medical Practice - Information

Appointments	01526 860490
Reception	08.00 - 18.30 (Mon-Fri)
Out of hours	111
Dispensary	01526 869806 08.30 – 18.00 (Mon-Fri)

Extended surgery hours are available on Wednesday evenings. Appointments are available online and pre-bookable 7 days in advance with some appointments available on the day. Please contact Reception to access this service.

Appointments can be made for the following clinics: Antenatal*Asthma*Diabetes&Hypertension*Cervical Smears*Child Health Surveillance*Warfarin Monitoring*Health Promotion*New Patient Health Checks*Travel.

The Practice will be closed between 13.00 and 17.00 on the following dates in 2018 to allow for staff training: 12 September 10 October 14 November.

The Practice will also be closed on 27 August (late summer holiday).

Sleaford Urgent Care Unit run by Sleaford Medical Group, is a walk-in service that is open from 08.00 to 20.00 seven days a week, including bank holidays, except for Christmas day, Boxing day, and Easter Sunday. The Minor Injuries Unit hours have also been extended to 20.00. Appointments are not necessary. The address is Riverside Surgery, 47 Boston Road, Sleaford NG34 7HD. Phone 01529 303301.

PPG Meetings

Future meetings for 2018 will be held on 4 September and 4 December at 18.00, new members always welcome. Please have a look at our noticeboard in the waiting room or visit the website: www.billinghaymedicalpractice.co.uk

Patient Participation Group

Chairperson: juneta.wilson@btinternet.com
Vice-chairperson: Sheilaclark23@yahoo.com
Secretary: jean@patman.plus.com



You say.....we listen!

**PLEASE USE THE GEL DISPENSER TO CLEAN YOUR HANDS
BEFORE TOUCHING THE SIGN-IN SCREEN.
HAND HYGIENE SAVES LIVES!**

p.t.o.



- ★ Do you want to get involved and share your views?
- ★ Do you want to help shape the future?
- ★ Do you want to make a difference for all patients?

Our Mental Health Involvement Charter

NHS
Lincolnshire Partnership
NHS Foundation Trust

1 in 4 people will experience a mental health problem every year



Together we believe we can make a real difference for everyone affected by mental health difficulties in Lincolnshire

<p>Connecting with others and your Community</p>	<p>Respect</p> <p>Listen to Others</p> <p>No Judging</p> <p>Safe place to have your say</p>	<p>Involving everyone in our Service</p> <p>Patients, Carers, Staff</p>
<p>Making a difference together</p> <p>Have your Say 😊</p>	<p>You: Be part of the jigsaw</p>	<p>Working and Learning Together</p>
<p>Sharing Your Story to help Someone else</p> <p>The power and the potential of your story. Offering hope when it is most needed. Saving Lives</p>	<p>Improved Services</p> <p>Good patient Experience</p>	<p>Recovery Choice Opportunity Hope</p> <p>You are here</p>

Your Local contact for Involvement :

For further information and to find out how you can get involved please contact:

Engagement Team

T: 01529 222272 or 01529 222333

E: Involvement@lpff.nhs.uk

www.engagementtools.co.uk