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Winter 2014

### **NEW Patient Access..... Your Portal to Your Practice.**

#### **Latest technology: access your health record securely on-line**

**NEW!** : With our new computer system, you can log-in securely and directly to parts of your own medical record. We have merged the on-line appointment service and on-line prescription service into "PATIENT ACCESS".

You can book appointments, order repeat prescriptions and view your immunisations and recorded allergies. In time the plan is to give you instant access to your latest test results and a health summary. When this is approved by the various regulatory bodies, we will roll it out to you.

**EXISTING USERS:** If you have already registered to use our [on-line booking system](#), you can access your record straight away. Just log-on to the emis Access system in the usual way and explore the new options

**REPEAT PRESCRIPTION USERS:** If you have only used our current repeat prescribing system, you will have to register for a new account. This is an easy process and you can do it on-line and be able to access your record in minutes. Visit our [prescriptions page](#) at [www.shaylane.org](http://www.shaylane.org) for detailed instructions.

The new portal opens officially on 1st December, but newsletter subscribers and Patient Participation Group Members have advanced access from today. Let us know what you think.

For up to date practice news, health information and topical comment – bookmark [www.shaylane.org](http://www.shaylane.org) and visit regularly.

#### **New Pharmacy**

**PHARMACY**



**OPENING  
TIMES**

Monday to Friday  
7am - 11pm  
Saturday  
9am - 10pm  
Sunday  
10am - 5pm

If you haven't visited the surgery for a while, we are delighted to announce a new **NHS Pharmacy** has opened in our building.

The pharmacy has relocated from Hale Barns.

When the surgery is open the pharmacy is accessed from our waiting room. When we are closed there is a separate entrance at the side of the building.

#### **New Waiting Room**

Well..... actually the waiting room is the same but has been considerably revamped with a new floor and new chairs. It looks quite different!

The automated check in can now tell you if your doctor is on time and you can enter some useful details, such as your smoking history.

From December 1<sup>st</sup> you can enter your friends and family test feedback via the check in – see below

## Friends and Family Test

This is another government scheme which is based on a very good idea, which they are managing to turn into another administrative headache for general practices.

From December 1<sup>st</sup> 2014, all practices must give patients the opportunity to feed back whether they would recommend the practice to families and friends. The format will be:

**How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

Possible responses:

**extremely likely, likely, neither likely nor unlikely, unlikely, extremely unlikely, don't know.**

No problem with that – as I say, a good idea.

But.... We also have to ask a question which is answered in free text (if the patient wishes to respond to it). We have to make sure every patient has the opportunity to respond in any way they choose.

For example, online responses only would likely mean that a significant portion of the practice population would not have the opportunity to respond.

We then have to collate all responses from all media types, send it to NHS England in a specified electronic format, and NHS England will publish the results on their website. We have to do this *every month*. Why every month?- no idea.

This is likely to be time consuming however, we have arrangements in hand so any patient that wishes to respond can do so: on-line via the surgery website, via email, via the telephone, via

the check-in desk at the surgery – automated or via the receptionist on duty, on paper (kept at reception) and face to face with your doctor or nurse. Those who are blind or don't speak English can appoint a proxy to pass on their comments.

You are welcome to respond to the test as many times as you like, after each contact with the surgery if you so wish.

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## New Computer System



Just a quick progress report.....

We have had the new system for 2 months or so now. On the whole we find it far more future proof and the technology behind it is much more advanced.

We can offer far better on-line services and it has a much more modern interface, though too many mouse clicks for my liking!

I would say we are almost up to speed but there are so many customisable options, I think we will be busy customising for many months to come.

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## This Year's Flu Campaign

We only have a few jabs left now.

We will have given 1540 by the end of the season, a new record

Please ring 0161 980 3835 if you are over 65 or are in at risk group.

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## Shingles Vaccination Reminder

### Who can have the vaccine this year?

The National Shingles Immunisation Programme recommends the vaccine for patients aged 70 – 79 but the government are introducing it in stages.

Patients aged 80 and over are not included as the vaccine is apparently less effective in that age group.

**If you were aged 70, 78 or 79 on 1st September 2014 you may be eligible for the vaccine.**

If you were born on or between:		
02/09/1943	To	01/09/1944
02/09/1935	To	10/09/1936
02/09/1934	To	01/09/1935

**NB:** These are national rules laid down by the government and if you are not in the above age groups we cannot give you the vaccine.

Shingles is an infection of a nerve and the skin around it. It starts with a tingling and burning followed by the eruption of a painful rash usually on one side of the body or face. It can take 2-4 weeks to resolve and can cause pain lasting many months

It is caused by the same virus as chickenpox. After recovering from chickenpox, often as a child, the virus is not completely removed from the body and can reactivate, usually affecting only one area of the body. Reaching an older age or having conditions that can affect the immune system make it more likely but we do not fully understand the reasons for reactivation.

1 in 4 people get shingles during their lifetime and if you are unlucky you can get it more than once.