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**Noticeboard**

* **Opening times:** Mon-Fri, 09:00-18:00
* **Wednesday:** 09:00-13:00
* **Appointment and information line:** 01273 600888
* **For online appointments and other information regarding the surgery please visit our website:**

www.thebroadwaysurgerywhitehawk.co.uk

**Booking Appointments**

When booking an appointment the

receptionist will ask for an indication of what you require an appointment

for. This is to ensure you are dealt with by the most appropriate person.

**Comments and Suggestions**

We aim to provide the best possible care to our patients. To help us achieve this we need your feedback. We welcome comments from our patients. Suggestion boxes are in both waiting areas. Complete a card in the waiting room

*The Broadway Surgery News and information letter*

AUTUMN 2019

**TRAVEL GUIDANCE**

Under current legislation, the NHS’s duty of care ends when a person has been absent, or intends to be away from the United Kingdom for a period of more than 3 months. If you intend to move abroad sufficient medication can only be prescribed to allow you enough time to travel and find a prescriber at your destination. Up to three months medication can be prescribed if you are going on holiday; If you are going away for longer we are unable to issue anything over three months and would be unable to issue more than one prescription as this would not be acceptable under current legislation. Patients who return to the UK for the purpose of obtaining medication, or who use a local proxy to request prescriptions on their behalf will be refused supply.

*“When a GP provides a prescription, they are responsible for any adverse events that occur as a result of taking the medicine, regardless of where the patient happens to be. So a doctor would be ill-advised to prescribe for a patient who they know will be out of the country. GPs are also required to de-register a patient who they know or suspect to be residing outside the UK for three months or more.”*

**Confidentiality**

All patients are entitled to have their medical records kept confidential and the practice works hard to enforce this. The practice will not share medical information with any friends or relatives without the patient’s prior consent. If you are happy for us to discuss any matters with another person please ensure you let us know in writing, please include the contact details as well as the name of the person you nominate in order to update your records. Equally if you have previously given consent and now wish to change or withdraw this please let us know. Online Access and proxy access as you may be aware the practice offers online access to its patients allowing the booking of appointments, ordering of medication and access to parts of your medical record. Due to the confidential nature of this information; we ask you to complete and sign a short form. As a practice we must ensure the patient understands the implications of having this access and also the need to keep your login details safe. Proxy access; If you are a carer for a patient, you are able to request access to their online record, to assist you with their care. i.e. making appointments etc. Providing the patient has given written consent for this. Parental access; Parents are able to request access to their children’s record up to 11 years of age, as per NHS guidance. Once the child turns 11; access is automatically removed, this is to allow confidentiality for the child. Parents will still be able to book appointments for their child over the telephone and order repeat prescriptions via email or in person. It is the practice’s policy that no child aged 11-15 will be granted their own online access however once they turn 16 they may request this access for themselves.

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**Are you a carer?**

Carers can be very hard to identity and many do not consider themselves as such. We are aware of the problems they face but without being identified it is impossible to involve carers in patient care or support them in their caring roles. As a practice we would like to give support to maintain the caregiving role. If you are a carer or you have someone that cares for you please tell us.

Further information can be found at:

<https://carershub.co.uk/>

**Albion in the Community**

The ‘Albion Family’ is a programme to enable individuals or families to access the range of services and resources available at Albion in the Community and partners organisations. A coach mentor will work with the family or individual to identify any barriers to progression and to develop a ‘personal’ engagement plan of resources and activities that best suit their needs and to achieve the following outcomes:

* Improved physical fitness
* Improved mental health and an opportunity to socialize in a supervised environment
* Ongoing mentoring and support
* Support in life skills
* Volunteering opportunities
* Qualification opportunities
* Employment and support towards them getting a job and career.

**Pick up a self-referral form or ask a member of staff for further details if you would like more details.**

**Online access**

Patients can now book appointments online; you can also have further access to a summary of your care record. We would also like to remind patients that they can update their personal details via our website to ensure we have your up-to-date mobile number etc. To access this service you will need to provide us with two forms of identification. We will then provide you with a unique id and password. Once you have these things in place you will be able to use the online facilities to book and change appointments as well as access other services

**Patient Participation Group (PPG)**

Our friendly group meet four times a year, you do not need to attend every meeting to become a member.

If you would like to join please give your details to reception or visit our website.

All patients are welcome.

**Appointments**

Thank you to all the patients who attended their appointments and to those who cancelled their appointments in good time.

In the month of September we had 70 nurses and 55 GP appointments wasted which amounts to a lot of wasted clinic hours. Please think of other patients who could benefit from that appointment. You can cancel your appointment online and cancel by phone when you no longer require it.