

The Broadway Surgery News and information letter

JULY 2024



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 may ask for a brief reason as to why you want an appointment. 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
- **Prescription requests.**
Please do not ask for prescription requests over the phone and make sure you allow 48hrs for the request to be raised. Receptionists are not allowed to issue scripts – they are issued by the GP who may be with a patient and may need to review the request before you receive it.

THE NHS FRIENDS AND FAMILY TEST (FFT) WAS CREATED TO HELP US UNDERSTAND WHETHER PATIENTS ARE HAPPY WITH THE SERVICE PROVIDED, OR WHERE IMPROVEMENTS ARE NEEDED. IT'S A QUICK AND ANONYMOUS WAY TO GIVE YOUR VIEWS AFTER RECEIVING CARE OR TREATMENT. PLEASE TAKE THE TIME TO CLICK ON THE FRIENDS AND FAMILY TAB ON THE WEBSITE AND SUBMIT YOUR ANSWERS.



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.

Are you a carer?

Carers can be very hard to identify 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/>

Patient Participation Group (PPG)

Our friendly group will be meeting up again shortly. Please keep an eye out for dates! 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.



What Is Mental Health?

There are many different mental illnesses which have different symptoms and impact differently on people's lives. They can have an effect on your thoughts, emotions, physical wellness, behaviours and the way you interact with others. Being mentally healthy doesn't just mean that you don't have a mental health problem. If you're in good mental health, you can: make the most of your potential cope with life play a full part in your family, workplace, and community and among friends. Some people call mental health 'emotional health' or 'well-being' and it's just as important as good physical health. Mental health is everyone's business. We all have times when we feel down or stressed or frightened. Most of the time those feelings pass. But sometimes they develop into a more serious problem and that could happen to any one of us. Everyone is different. You may bounce back from a setback while someone else may feel weighed down by it for a long time. Your mental health doesn't always stay the same. It can change as circumstances change and as you move through different stages of your life. There's a stigma attached to mental health problems. This means that people feel uncomfortable about them and do not talk about them much. Many people do not even feel comfortable talking about their feelings. However, it's healthy to know and say how you are feeling.

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

Be a patient, Patient

Our surgery is very much open to all of our patients since Covid forced us and many other GP practices to close the doors and turn to a telephone triage model. Over the last few weeks, since lockdown has lifted we have seen a surge of patients wanting to come in and see the Dr with multiple problems. This has led to the GP and nursing team needing to spend a significantly longer amount of time with patients. We understand that patients have probably waited a long time for their appointment – please bear this in mind and be patient when you are waiting to see or talk to the GP or Nurse on the phone – any delay is because clinicians are dealing with other patients.