

# The Surgery Newsletter

Ramsbury and Wanborough Surgery - Spring 2018



**Good News** – Dr Amy Hetherington joined the Practice Team at the beginning of February on a permanent basis. Dr Hetherington has worked at the Practice over the last couple of years during her GP training which she successfully completed last year. We are delighted to welcome her to the Team as a Salaried GP. This means we now have a team of six GPs covering both Ramsbury and Wanborough Surgeries. Dr Katie Tilney came back from maternity leave at the end of January so we are back up to full capacity with GP availability.

**Wanborough Surgery refurbishment** – You may have noticed that we have been doing minor alterations to the consulting rooms at Wanborough to make them more user friendly. Both GP Consulting rooms now have their separate entrance/exit doors. By removing the small lobby area, it has improved the access for wheelchair users/prams etc and increased the size of the Front Consulting room. Two fully operational Consulting rooms have enabled us to increase the GP appointments capacity. Dr Amy Hetherington will be working a regular session at Wanborough Surgery on Friday mornings. As part of this refurbishment, to address confidentiality concerns, we have initiated playing music in the front waiting area.

**Online Access for children** – Currently, parents and legal guardians are allowed to have “proxy” online access for their children to book appointments and order repeat medication. This is ceased automatically at the age of 14. Going forward those aged 14 and 15 will be unable to have online access until they reach age 16. At 16 years old, they will be able to apply for their own online access. I am sure you can appreciate our obligations to patient confidentiality for all patients which we consider paramount importance.

**Sharing your Health Record** - Did you know that you are in control of who has access to your health record? We want to help you understand what this means and help you to make a decision about sharing your health record.

Allowing other health care services to securely access your health record will ensure you get the right care and treatment wherever you are and whenever you need it. Sharing information such as your allergies and medications means that you don't have to remember and repeat this information every time you use an NHS or care service. Choosing not to share your health record could have an impact on the care and treatment you receive now and in the future. Information safeguards ensure only the NHS and services you have allowed can see the information you have agreed to share. You have the right to change your mind about sharing your health record at any point. Your health record is held by your GP Surgery on a secure computer system called TPP SystemOne. Your health record can be accessed by a range of NHS and associated care services across the country, but only if you give explicit consent for this to happen. Explicit consent is when you agree, in writing, to enable your GP Surgery to share your health record with other NHS and associated care services. For example hospitals, community nursing teams, nursing homes and some professionals within social care. However, each NHS and care service you use will ask your permission to view your health record as well. This means you are in control of who you allow to see your health record.

**What do I need to do now?** To ensure your health record is shared according to your requests, please request the Sharing your Health Record leaflet from Reception, complete the form and return to the Receptionist so that your health record is updated with your decision.

**Carers Coffee Afternoons** – We are keen to continue offering the Carers Coffee afternoons and have taken on board some comments that Friday afternoons are not always ideal. Going forward we shall try Thursday afternoons and hope you will be able to join us. Our next Carers Coffee afternoon is on Thursday 26<sup>th</sup> April at 2pm. We will always do our best to secure a guest speaker. These events are very informal and we always have lovely cakes! Please do consider coming along and joining us.

Our **Annual Carers Roadshow** is scheduled for **Thursday 24<sup>th</sup> May 2018**. This is always well attended and is a very good afternoon for you to see what is available for Carers in the local area. More details will follow.

**Ramsbury Flyer** – As you may be aware every Tuesday and Thursday morning we use the Ramsbury Flyer minibus to transport our patients to and from the Surgery either for their appointment or to collect their medication. We are very fortunate to have regular volunteer drivers who drive the mini bus on behalf of Ramsbury Community Transport. This additional service does come at an expense to the Practice so we have always asked for voluntary contributions by those that use the service to help towards covering the costs. Understandably, the annual costs to run this service increase so we are revisiting our plea for ideas on how we can increase revenue to continue funding this excellent service to our Community.

**Patient Information Evening** - we are going to be holding our first information evening on Tuesday 1<sup>st</sup> May, 6.30pm at Ramsbury Surgery. The topic will be on back pain and we are delighted that Mr Robin Bhatia, Consultant Spinal Neurosurgeon and a local physiotherapist will be speaking at this event. If you suffer with back pain and are looking for some hints and tips, you may find this evening of benefit. Due to restrictions on numbers this will be a ticketed event; if you would like to reserve a place please email [ramsburyreception@nhs.net](mailto:ramsburyreception@nhs.net) requesting a **FREE** ticket. We anticipate this will be a very popular event so please ensure you reserve your ticket as soon as possible to avoid disappointment. Light refreshments will be available prior to the talk.

### **Weekly Exercise Classes based at Ramsbury Surgery**

- **Yoga/Pregnancy Yoga:** contact Clare Fisher on [clarefisher@hotmail.co.uk](mailto:clarefisher@hotmail.co.uk)
- **Pilates:** contact Debbie Simpson on [debbie.s.simpson@btinternet.com](mailto:debbie.s.simpson@btinternet.com)
- **Walking Football** at Marlborough Leisure Centre, suitable for the over 50's. For more information contact: Chloe Buller on [chloe.buller@wiltshirefa.com](mailto:chloe.buller@wiltshirefa.com)

**Christmas Jumper Week** -Over Christmas we participated in raising money for charity. Our chosen charity was Brighter Futures at Great Western Hospital who are fund raising to bring a radiotherapy service to Swindon. We raised £ 270.00 which is a fantastic amount – *Thank you.*

