

Tile House Surgery

Patient Group

Newsletter 10 (June 2018)



THE PATIENT REFERENCE GROUP

The aims of our Group are:

- To promote co-operation between the Practice and Patients to the benefit of both.
- To work as liaison between Patients and Practice staff.
- To work to improve communication between the Practice and Patients
- To help the Practice prioritise Patient identified issues.

• Current members

Linda Upson—Practice Manager,

Judith McCaul —Chair

Members -Sally Turner, Bill Beekoo, John

Lutchmiah, Anne-Marie Ede, Alison Fulcher, Tom Craven plus 2 other patients.

Surgery News Update

GP News:-

There are two GP registrars at the surgery, they are Dr Olu Ade-Alade until August 2018 and Dr Laura Hastings until June 2019.

Dr Indrakumar is currently on maternity leave expected back in December 2018 and her patients are being looked after by Dr Gulrez.

Dr Villiers has taken on the role of Senior Partner from Dr Hildebrand.

Other News:-

There was a recent visit to the surgery from our local MP Mr Alex Burghart, who discussed the rates of patient non-attendance for appointments and also the capacity issues which the surgery had experienced throughout the winter months, due to the flu/cough virus that had been in evidence throughout that time.

Self care for Summer Ailments

Insect bites

Insect bites and stings may cause a red, swollen lump to develop on the skin which could be painful and itchy. You should feel better within a few hours but at times it may last several days. Your pharmacist could help you with over the counter treatments like antihistamines, painkillers or creams for itching.

Swimmer's ear

This is a painful infection which can sometimes occur after swimming when water becomes trapped in the ear canal and grows bacteria. If you are prone to this, wearing ear plugs or a swimming hat to prevent water getting into the ear may help. Try using acidifying ear drops or spray particularly before and after swimming—these are available without prescription in most pharmacies.

Hay Fever

Your pharmacist will be a valuable source of help if you suffer from Hay Fever and you can buy antihistamine tablets like Cetrizine or Loratidine over the counter. Likewise steroid nasal sprays and anti-allergy eye drops can also prove useful at times you may need to use all the above 3 especially when the pollen count is high.

What is GDPR?

GDPR stands for **General Data Protection Regulations** and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles. The main changes are:

Practices must comply with Subject Access Requests—SARS

Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous

There are new, special protections for patient data

The Information Commissioner's Office must be notified within 72 hours of a data breach. To find out more about how we handle /care for your personal data please pick up a copy of our Privacy Notice or download one from our website.

The Extended Hours HUB for GP and Nurse appointments

As of 1st April 2018 the Brentwood Extended Access HUB is open, this operates from the Brambles Surgery on the old Highwood Hospital Site in Geary Drive.

To book a routine appointment with a doctor or nurse in the HUB, contact our Reception the HUB opening hours are as follows:

Monday to Friday 6.30pm to 8pm

Saturday 9am to 3pm

Sunday 10am to 2pm

You will need to give consent to share your record before booking one of these appointments so that the GP or Nurse that you see will have access to your medical record. (The Nurses can carry out Health Checks, Cervical Smears, dressings, suture removal and more - you will be asked to confirm the reason when booking so that the correct time is allocated for your appointment.

There are lots of appointments available at the weekend which may be more convenient for you so please ask for one of these slots when phoning for an appointment .

The GP Extended Access Service is provided by Accountable Care Enterprise Ltd (ACE) which is wholly owned by the GP practices in Brentwood, working together on behalf of practices, patients and staff to deliver safe, effective and responsive healthcare services.



To join the Patient Reference Group please leave your contact details at reception so that either Linda, Practice Manager or Judith, Chair may contact you to have a chat about what is involved. Please note that the group is currently closed to new members but your name can be added to our waiting list.