

The Bedford Park Surgery

SPRING newsletter

Apr10



Dear Patients,

Thank goodness there has been an improvement in the weather. The warmth of the sun and the excitement of longer and lighter days bring a "spring" in our step. Here's hoping that we are going to be walking into a sun filled summer.

SUMMARY CARE RECORDS

Many of you may have noticed that you have received a letter in the post regarding Summary Care Records recently and have been asked to respond to this by sending it back to the surgery. Summary Care Records is a new system whereby your medical information would be made available electronically, to other health organizations e.g. GP surgeries, hospitals or clinics, in and around the UK in case you visit a health physician away from your normal GP. Whether you wish to provide consent for this or not is entirely up to you, however we do need to know if you wish to refuse consent to have your Summary Care Records uploaded so that we can enter this code in the computer system. If you do not send the form back, it may be assumed that you are happy and willing for your records to be uploaded.



For further information relating to this matter, please don't hesitate to speak to the reception staff or the Manager.

PRIVATE PATIENTS please note that we do not hold your NHS records and therefore, the Summary Care Records process will not apply in your case. You must send your refusal to upload to your NHS GP and not to us!

DERMATOLOGY REFERRALS

Up until now, all dermatology referrals for patients have been made and sent to the Central Booking Services. However, the new process to replace this will be enforced with immediate effect. All referrals for dermatology will be now sent to the Clinical Assessment Service (CAS). The process will be that the referral will be dictated and sent by email to the CAS team. The patient will need to provide a valid telephone number to the GP at the time of the referral and the patient will be contacted by the CAS team within 2 -3 days, to make an appointment via "choose and book" with the hospital of their choice. This can be further explained to the patient at the time of the referral by the GP or by the receptionist.



APPOINTMENT MOBILE TEXTING SERVICE

The surgery is going to be introducing a new mobile texting service whereby patients with a mobile, will be notified via text, the time and date of their appointment as a reminder at least 24 hours before they are due to visit the surgery. This system is going to be in place by May and its main purpose is to reduce the number of patients who do not attend their appointments. Hopefully patients will now be reminded in case they have forgotten, and they will be able to call to cancel if they need to or rearrange.

For this exercise to work optimally, we do need to ensure that we hold all the correct up to date mobile numbers for our patients.

Therefore please can you notify us if you change your number or have a new number, so we can update our database accordingly.

This new process is a two way system, which means that patients will be able to text back responses to the surgery which will come through via email.



PRIVATE PATIENT RECORDS

Private patients need to be aware that when you join at the surgery as a private patient, you have a brand new file that is opened up for your membership. We do not have access to your NHS records in any way as these will either be located with your NHS GP or at the Health Authority where you were registered as an NHS patient. The records that we make up for you are your property and on leaving, you will be entitled to take these away with you.

MATERNITY REFERRALS

Patients who are pregnant and are being referred for maternity care, please can you note that the term of your pregnancy will dictate how your referral is processed. If you are under 10 weeks gestation when you come in to see the GP and are referred, you will be asked the name of the hospital where you wish to go and you will be referred directly to that hospital. If you are over 10 weeks gestation, you will be referred via the Clinical Assessment Service (CAS) where you will be called by the CAS team and be given the appointment at the hospital of your choice. This will be explained by your GP at the time of your referral.



Maternity

NEW "FITNESS TO WORK" CERTIFICATE

On 6 April 2010 the current Form Med 3 was replaced with the new Statement of Fitness for Work. This more flexible form will enable doctors to advise patients whether, with appropriate support from their employer, they could make an earlier return to work while they recover. There will also be fewer forms for doctors to deal with, as the new Statement combines the current Form Med 3 and the Form Med 5 into one revised form.



Evidence shows that work is generally good for people's health and often going back to work can actually aid recovery. Conversely, long periods off work can lead to isolation, loss of confidence, mental health issues, de-skilling, and social exclusion. So it makes sense to help as many people as possible stay in work.