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## Be Self-Care Aware

As we head towards summer, it is important for you to look after yourself and keep fit and well.

Remember to:

- Regularly wash your hands; this helps prevent the spread of germs
- Take regular exercise;
- Eat a balanced diet;
- Avoid excess alcohol.

Self-care is the best choice to treat minor illnesses and injuries such as:

- Coughs
- Colds
- Sore throats
- Upset stomachs
- Aches and pains
- Minor cuts and burns

Many symptoms typically go away after about a week and require nothing more than rest and possibly treatment with over the counter medication from the chemist.

Keep a well-stocked medicine cabinet and first aid kit:

- Painkillers (syrup for children)
- Ibuprofen gel
- Indigestion remedies
- Cream or spray to treat insect bites/stings
- A thermometer
- Antihistamines for allergies
- Plasters and dressings

Pick up a copy of our Self-Care leaflets from the surgery and always keep them to hand. These contain useful Self-Care advice and contact numbers. You can also easily download copies from our web site: [www.borderpractice.co.uk](http://www.borderpractice.co.uk) News section: Be Self Care Aware.

However, if you are unsure and have tried self-care or are suffering from more than a minor illness contact 111 or us for further advice.

## A&E

Our usual plea. Please only use A&E if it is a real Accident or Emergency.

Please check the 'How to Get the Right Care' poster on our web site or refer to our News Item above 'Be Self-Care Aware'.

## eConsult is here!

We are excited to announce that we have launched eConsult for our patients!

You can access this service via the practice website. It is a way to obtain safe and efficient advice for your health conditions and consult with one of our GPs from the convenience of your own home.

If you decide to use the GP consult part of the service, we reply within 48 hours. Just go to [www.borderpractice.co.uk](http://www.borderpractice.co.uk) and click on the e-Consult links on the home page.

NHS 24  
North East Hampshire and Farnham  
Clinical Commissioning Group

### How to get the right care

<b>Self Care</b>	Hangovers, grazed knees, coughs, colds and sore throats.	Many illnesses can be treated in your own home - keep a well-stocked first aid kit at home. See NHS Choices for advice.	0203 choices www.nhs.uk
<b>Pharmacist</b>	Cold/flu, minor infections, headaches, bites and stings.	Your local pharmacist can help with lots of everyday ailments and offers good advice.	
<b>GP Surgery</b>	Feverish children, vomiting, ear pain, backache, feeling ill. (appointments now available in the evening and weekends)	For infections and persistent symptoms or if your child has a high temperature choose your doctor.	
<b>Dentist</b>	Toothache	Contact your dentist - to find a local NHS dentist, see NHS Choices. The emergency dentist can be contacted through 111	
<b>Adult Social Care</b>	Looking after someone, support to help with disabilities.	Surrey 0300 200 1005 for emergencies outside normal working hours call 01483 537 890. Hampshire 01309 555 1386 for emergencies outside normal working hours call 01309 555 1372	
<b>Mental Health Crisis Out-of-Hours</b>	The Safe Haven project provides an alternative to A&E for adults with (or developing) mental health problems in the North East Hampshire and Farnham areas. Alternatively call the NHS Mental Health Crisis Line 0300 456 4542	The Safe Haven at the Time Out Cafe, The Watering Centre, 121-123 Victoria Road, Aldershot GU11 1PL. Monday to Friday 9am-1pm. Weekends and bank holidays 12.30pm-1pm. This is a drop-in service, no phone number to available.	
<b>NHS 111</b>	Unwell, unwell, confused, need help fast?  Urgently need to see a GP out of surgery hours?	Contact 111 if you are ill and have any questions about your health. 111 can direct you to the best health services in your area.  Medical assistance is still available if your surgery is closed. Call 111 to be directed to the GP Out of Hours Service.	0203 111
<b>Accident &amp; Emergency (A&amp;E) or 999</b>	Choking, chest pain, suspected stroke, bleeding and bleeding you can't stop, struggling to breathe, sprains and other injuries.	Visit A&E at Trimpley Park Hospital, Portsmouth Road, Gosport GU14 6JH. 01703 666 666 or call 999 for an ambulance.	

## Musculoskeletal Service

As part of our plans to improve patient access to care, we are working with a Clinical Commissioning Group approved specialist who provides our patients with a Musculoskeletal (MSK) service.

Since October 2017, our patients have had direct access to a Specialist Orthopaedic Practitioner for an assessment at our surgery. Appointments are available on Tuesday mornings and Thursday afternoons.

If you have back, neck, knee or shoulder aches, pains or an injury, you might previously have booked an appointment with your GP, who might then refer you for specialist assessment.

Now you can book a direct assessment appointment with our in-house Specialist MSK Practitioner. You do not need to see your GP first.

The process is simple. If you believe you require this service, speak with our reception team who will be able to book you an appointment. They will first ask you some questions to ensure this direct service is appropriate for your needs, therefore, do please ensure you provide them with as much information as possible. They have been trained to ask questions to ensure that you are being referred to the correct care.

During your appointment with the specialist your issue will be discussed and any ongoing treatment or care will be agreed. If the Specialist decides that you need physiotherapy you will be referred for this. Our in-house Monday – Friday Physiotherapy service will, of course, continue.

We believe that this is an excellent service and patient feedback has already been very positive.

## Booking Appointments – Questions and Answers

As you can see from this Newsletter and other information on our web site, our Healthcare Team is expanding. We now have a greater offering of medical care at our surgery.

We need you to help us make sure you are booked with the best Healthcare Professional, so our reception team has been specially trained to ask you some questions regarding the reason for your appointment request. This is not because they are being difficult, it is purely and simply to ensure that you are given the best and most appropriate appointment.

We need to understand the nature and urgency of your problem so we can help you as efficiently as possible. This will ensure that you are booked with the correct healthcare professional. You will then be on the quickest route to treatment or advice.

We now have the following professionals working at our Practice:-

- Doctors
- Nurses
- Musculoskeletal Specialists (new service)
- Paramedic Practitioners (new service)
- Physiotherapists
- Quit Smoking Specialists (new service)
- Enhanced Over 75 Care Nurse
- Mental Health Care Specialists
- Health Coach (new service)
- Midwives

## DNA's – Did Not Attend

When we introduced our text reminder service our DNA rate dropped by 2%, which was a fantastic result. Unfortunately we have recently seen an increase in DNA rates bringing it back to almost original levels.

If you cannot attend your appointment for any reason **please let us know**. We can then offer this valuable appointment to another patient who needs it.

If you are registered with our Patient Access service, which offers on-line repeat medication and appointment bookings, you can cancel booked appointments. Even if you have booked in person or via telephone, you can still cancel GP and nurse appointments on-line.

Just log in to Patient Access and you will see any booked appointments made for you. You can access patient access via our web site [www.borderpractice.co.uk](http://www.borderpractice.co.uk)

Otherwise just call the surgery to let us know that you no longer need the appointment.

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?  
**CANCEL IT!**

## Expansion to our Text Reminder Service – Smart Phones!

We will soon be expanding our text reminder service to offer a Smart Phone option. You will be able to receive appointment messages from us via your smart phone, making it easier to reply/cancel.

We will also be able to run health campaigns via this system and even the occasional survey. All you need to do is download the app on your Apple or Android phone and messages will then arrive via the new system. We will text all existing text messaging users informing them of the change.

For anyone not yet signed up to text messaging, keep an eye out on our web site and in the practice for further details.

We hope that this will reduce the number of patients not turning up for their appointments, thus giving us more free appointments for those who require them.

We do, however, **need your up to date mobile number!** Please check with reception, on-line or with the clinician you are seeing that we have your correct number. Please also remember to let us know if you change your mobile number in the future.

## Debit and Credit Card Payments

We are pleased to say that we now take debit and credit card payments using a secure system. We accept all the major credit cards, via chip/pin or contactless payments.

This will streamline payment for any chargeable items.



## First Aid Training for Patients

In September 2017 we ran a very successful free of charge First Aid course for patients.

This was specifically targeted at those who are carers. The feedback was excellent, so we intend to run some more courses for patients in the near future. Keep an eye out on our web site or in the practice for more information.

## Saturday Phlebotomy (Blood Test) Clinic Trial

On Saturday 21<sup>st</sup> April we will hold a Saturday morning blood test clinic, which coincides with our normal Saturday extended hours GP surgery. If a GP has told you that you need a blood test or you have received a letter from us asking you to book, please contact our reception team. We have scheduled four more dates for Saturday blood clinics and if demand is strong will continue with them.

## Learning Disability Friendly Practice Accreditation

We are proud to say that in October 2017 we received accreditation from NHS England for being a Learning Disability friendly practice.

This means that our care and processes for patients in this cohort is of gold standard and utilizes best practice recommendations.



## Changes to General Data Protection Regulations (GDPR)

As you may know, the Data Protection Directive will be replaced by the General Data Protection Regulation (GDPR) on 25<sup>th</sup> May 2018. General Data Protection Regulation 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union and will be kept as UK law once the UK is no longer an EU member. It addresses the use of personal data. The GDPR aims primarily to give control back to citizens and residents over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.

The good news is that we have always been very clear on our data protection policies and will need to make few adjustments. We will, however, over the next few weeks be sending out a text message to all our patients registered with the texting service to ask them to OPT IN again to text messaging. You will need to do this or you will **NO LONGER** receive appointment reminders!

For those of you on our email survey and mailing list, you will also soon receive an email. You originally opted in to be on this list so we will only be emailing asking if we can keep you on our list for Newsletter and other healthcare information distribution. These emails will not be frequent but will be relevant to patient care at our surgery, so we hope that you will opt in.

Should you have any queries regarding the regulations, please do let us know.