



CORNER PLACE SURGERY

NEWSLETTER – WINTER 2020

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HAPPY NEW YEAR!

Happy New Year to all our patients and welcome to our first newsletter of 2020!

SUMMARY CARE RECORD

Fed up of repeating yourself? Ask today about adding more information to your Summary Care Record. Your Summary Care Record is shared with health and care professionals and holds key information about your preferences. A Form for signing up is attached at the end of this newsletter.

HELLO AND GOODBYE

We said farewell to Dr Martin Cottrell at the end of December. Dr Cottrell has been a Doctor at Corner Place Surgery for 30 years and will be missed by both staff and patients. We wish him a very long and happy retirement.

We welcome Nikki our Practice Nurse who joined the team in December and will make a great addition to our Nursing Team.

Welcome

NEW TELEPHONE SYSTEM

We had a bit of a rocky start with our new telephone system, but this has settled down now and we appreciated your patience during the set up phase. You will notice that we have introduced options to select as follows:-

1 – Cancellations 2 – Appointments 3 – Results 4 – Prescription queries 5 – General enquiries 6 – Healthcare professionals.

Each line has different times of opening which is to help patients and Healthcare professionals get through quicker first thing in the morning if they wish to make or cancel an appointment. Prescription queries are open from 10 – 12 and 2-4 (please note, we do not take requests for prescriptions over the phone), general enquiries 10-12 and 2-6 and results 9-3.

We continue to try and improve our telephone access and in due course we will be having more lines available for patients to queue in. This will help to address the issues patients have first thing in the morning where they hear an engaged tone.



NOT TOO LATE TO GET YOUR FLU JAB!

If you are eligible, we still have flu vaccines available. No need to book, just turn up between 0800 – 1730 Monday – Friday! Please avoid the lunchtime period.



CORNER CARE



This is our patient support group, run by volunteer patients **for patients**. They help with transport to and from the surgery or hospital, for which a small donation is appreciated. They also befriend those in need of company and organise fund-raising and social events.

New volunteer drivers are needed. If you can give a little of your time, please contact the surgery for more information.

CARERS

If you're a Carer who helps and supports someone who can't manage on their own, we want to ensure you get all the support YOU need.

We are trying to identify as many Carers as we can, particularly those people who may be looking after a member of their family or helping a friend or neighbour with day to day tasks, don't really regard themselves as a Carer and are undertaking vital activity without help or support.

Although extremely valuable and important, Caring for someone can mean being in demand round the clock and lead to a feeling of isolation, which is why we want Carers to receive all the support and information we can give, on topics such as benefit entitlement, access to respite care or maybe simply to listen when things get too much.

If you are caring for someone, we really would like you to let us know, so that we can ensure our records are up-to-date and, if you are agreeable, pass your details to our Carer Support Worker.

To contact our Carer Support Worker, please call the main surgery number.

For patients 50 years or older, a lot of useful information can be found at www.ageuk.org.uk



NHS Summary Care Record with additional information

If you are registered with a GP practice in England you will have a Summary Care Record (SCR), unless you have previously chosen not to have one. It includes important information about your health:

- Medicines you are taking
- Allergies you suffer from
- Any bad reactions to medicines

You may need to be treated by health and care professionals that do not know your medical history. Essential details about your healthcare can be difficult to remember, particularly when you are unwell or have complex care needs. Having a SCR means that when you need healthcare you can be helped to recall vital information.

SCRs can help the staff involved in your care make better and safer decisions about how best to treat you.

You can choose to have additional information included in your SCR, which can enhance the care you receive. This information includes:

- Your illnesses and health problems
- Operations and vaccinations you have had in the past
- How you would like to be treated - such as where you would prefer to receive care
- What support you might need
- Who should be contacted for more information about you

What to do next

If you would like this information adding to your SCR, then please complete this form, and return to the relevant GP surgery. If you are completing this form on behalf of another person, please provide their details below and we would ask that you sign and date the document.

Name of Patient:

Date of Birth: Patient's Postcode:

Surgery Name: Surgery Location (Town):

NHS Number (if known):

Signature: Date:

Name:

Capacity - circle as appropriate: Parent Legal Guardian Lasting Power of Attorney

If you require any more information, please visit <https://digital.nhs.uk> or phone NHS Digital on **0300 303 5678** or speak to your GP Practice

For practice use: To update the patient's consent status to 'Express consent for medication, allergies, adverse reactions and Additional Information' use the SCR consent preference dialogue box or add Read code **9Ndn** (or CTV3 code **XaXbZ** for SystemOne practices).