

Bramingham Park Medical Centre

Patient Participation Group Newsletter.

Bramingham Park Medical Centre welcome you to our second newsletter. Our patients' views and experience are a vital element in shaping Phoenix services. It is your practice and we the PPG would like to invite and encourage all staff and patients to be involved in promoting BPMC at all levels.

Important Announcements:

Repeat Ordering of Prescriptions.

Mr Spart Hambarde the practice manager requested that a member of the Patient Participation Group listen to what the CCG representatives had to say, and translate the findings to all PPG members.

Mr. Eddie Bermingham (PPG) had discussions with Zafiat Quandry and Nikki Saunders of the CCG Medicines Optimisation Team regarding Community Pharmacy Repeat Ordering from GP Surgeries. The meeting took place on Monday the 23rd March 2015 at 10.30 am. at BPMC.

The discussion centred on the CCG recommendation to change the way in which repeat medicines are ordered. The recommendation was made by the Clinical Commissioning Committee (CCC) and approved by the CCG Executive Team. The main focus of the change is that the majority of patients and their carers will be requested to order their repeat medicines directly from their GP practice. The purpose of the change is to improve patients' safety and reduce wastage.

After careful consideration, the management of BPMC and the PPG have agreed to adopt the recommended change to repeat ordering, which, in effect will stop community pharmacists ordering repeat medicines on behalf of our patients. When the recommendation is finally adopted, our GPs will be able to identify the very small number of patients who may find it difficult to order their repeat prescriptions directly from the surgery. The practice will then assist those patients, by putting in place a plan that will help them to do so, which could involve dealing with a pharmacist of their choice.

BPMC will be sending letters out to all patients detailing the change to repeat prescription ordering. Should any patient wish to contact the Clinical Commissioning Group, details are as follows:

Tel: 01582 532002 Email: Lutonccg.Prescribing@nhs.net Website: www.lutonccg.nhs.uk

Summary Care Records:

Your Summary Care Record contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced.

Allowing authorised healthcare staff to have access to this information will improve decision making by doctors and other healthcare professionals and has prevented mistakes being made when patients are being cared for in an emergency or when their GP practice is closed. Access to your Summary Care Record is strictly controlled. The only people who can see the information is the healthcare team currently in charge of your care. They can only access your records via a special smartcard and access number (like a chip-and-pin card). Healthcare staff will ask your permission every time they need to look at your Summary Care Record. If they cannot ask you, e.g. because you're unconscious, healthcare staff may look at your record without asking you. If they have to do this the decision will be recorded and checked to ensure that the access was appropriate.

You can choose to opt out of having a Summary Care Record at any time. In that case, you need to let your GP practice know by filling in an [opt-out form \(PDF, 245.9kb\)](#). If you are unsure if you have already opted out you should talk to the staff at your GP practice. If you change your mind again simply ask your GP to create a new Summary Care Record for you.

Your Summary Care Record also includes your name, address, date of birth and your unique NHS Number to help identify you correctly.

You may want to add other details about your care to your Summary Care Record. This will only happen if both you and your GP agree to do this. You should discuss your wishes with your GP practice.

Healthcare staff will have access to this information, so that they can provide safer care, whenever or wherever you need it, anywhere in England.

Recent PPG Meeting

Our PPG meeting took place on Tuesday the 24th March at 6.30pm. There were eight topics up for discussion. The concerns within the agenda were prescription queries, the practice website, our recent CQC inspection and our recent patient survey. We also learned that our in house phlebotomy facility should be up and running by the end of May.

There were some lively exchanges especially on the important subject of prescriptions which hopefully will be resolved before our next get together. Questions were put to Spart Hambard our manager regarding the letter of the 7th November last, headed NEW SERVICE FOR PATIENTS in which many of our patients of a certain age were recipients. This is the proposal to create a Doctor /Patient relationship for people who are more at risk of an unplanned hospital admission. Spart is working, so this NHS directive is addressed. We also asked, should a long serving patient move a distance away, and were they entitled to a home visit if it became necessary. Spart did reply that home visits are deemed emergencies, and although BPMC may respond, the local surgery within the patient's area is obliged to do so.

We also took into account the many improvements that have materialised, e.g. Saturday morning consultations , the introduction of online appointment booking, and the improvement in obtaining appointments, to mention a few.

However, there still remains the problem of Doctor Continuity within the practice. This particular problem is at the heart of Senior Management and Practice Management concerns, which is very important towards the wellbeing of our patients, especially those with long term medical problems. Every effort must be made to address this ongoing problem.

On a lighter note, last October I was invited by Pam Sahota Director of Service Development at Phoenix Primary Care Ltd. to discuss certain issues of concern, and was introduced to Spart Hamdard our new manager. That was around six months ago, and in that short time, some worthwhile changes for the better have taken place which has enhanced the benefits not only to our patients, but also the staff within our practice. Spart is anxious that this process continues for everybody involved in promoting BPMC as a highly rated medical centre. There will be a fuller and more detailed report of the meeting in the MINUTES which will be posted on our website in due course.

Finally, it is the Doctors and Nurses that lie at the heart of a good practice. WE must strive as far as possible to achieve this.

Thank You

Eddie Bermingham (PPG)

New Services at BPMC

YOU CAN INSTRUCT THE PRACTICE TO SEND YOUR REPEAT PRESCRIPTIONS VIA ONLINE TO YOUR NOMINATED PHARMACY, SAVING YOU A TRIP TO THE PRACTICE

Training Days:

The Next Training days that this Practice is closed between 12.30-16.30 are:

Tues. 12/5, Wed. 17/6, Tues. 14/7, Wed. 16/9, Tues. 13/10, Wed 11/11/2015

Important Request

Should you need to cancel your appointment, please notify the surgery, so your slot can be offered to another patient.

A Guide to our services. BPMC Information Leaflet.

Every six weeks we produce an up to date practice leaflet containing a guide to our services, the contents of which, covers a wide range of information that might be requested by patients and staff. The current practice leaflet is available at all times in reception.

Suggestions.

Should any member of BPMC have any ideas that may improve our services, please place your suggestion in the suggestion box for consideration.

Our Team.

We have a multi-skilled team of health professionals including male and female GP's, Practice Nurses, a Practice Manager and Reception, Administration staff, details of whom can be seen on our leaflet. So at this moment in time we are in good hands

Thank You All

Eddie Bermingham (PPG)