

Woodlea House surgery Newsletter

Welcome to our Spring 2016 issue:

The Accessible Information Standard (AIS) is a new NHS England information standard which will be implemented by all organisations that provide NHS or adult social care which includes general practice.

The AIS aims to ensure that people who have a disability, impairment or sensory loss receive information that they can access and understand, for example in large print, braille or via email, and professional communication support if they need it, for example from a British Sign Language (BSL) interpreter.

The AIS requires organisations to:

1. [Ask](#) – Identify patients who have any information or communication needs, and find out how to meet their needs.
2. [Record](#) – Record those needs in a standard way.
3. [Alert](#) – Highlight a patient's record, so it is clear that they have information or communication needs, and clearly explain how those needs should be met.
4. [Share](#) – Include information about a patient's needs with other NHS and adult social care providers, when they have consent or permission to do so.
5. [Act](#) – Make sure that people get information in an accessible way and communication support if they need it.
 - Therefore, if you feel you need any extra help with your consultation and general communication please let the reception staff know and they will update your clinical record.
 - New patients will be asked if they require help with communication via the new patient questionnaire when they register at the practice.

Patient Access

To view your computerised medical records Woodlea House Surgery is expanding on the online services currently offered to patients. From the 31st March 2016 you will be able to access the following information:

- Booking and cancelling of appointments
- Ordering of repeat prescriptions
- Viewing of summary information in their records about medication and allergies
- Coded information on illnesses
- Immunisations and test results

If you haven't already signed up for patient access please visit:

<http://patient.emisaccess.co.uk> or ask a member of the reception staff.

For further information regarding access to GP online services visit the NHS choices website:
GP Online Services

Please note:

For access to the following additional information now available please ask at reception.

- Viewing of summary information in their records about medication and allergies
- Coded information on illnesses
- Immunisations and test results

If you are not known to the surgery we will ask for identification before you are granted Patient access

Out of Hours Service

Under the new GP contract your local Clinical Commissioning Group is responsible for your medical care 'out of hours' i.e. 6.00pm-8.30am during the week and all weekend.

If you require **URGENT** medical OR dental attention or advice that cannot wait until the surgery is open, please call: **NHS 111**

Just dial 111 from your landline or mobile number – this is free but please note: pay as you go customers need 1p credit.

If you are seriously ill or have had a serious accident, then please call 999 and ask for an ambulance.

Alternatively, please call the surgery number and the above numbers will be given to you via the answer phone. Remember to have a pen and paper handy.

Please **DO NOT** go to A&E unless you are seriously ill or injured, use this service appropriately!

At weekends you can go to the Boscombe & Springbourne drop in centre from 8am-8pm at:-
66-68 Palmerston Rd
Boscombe
BH1 4JT
Tel 01202 720174

The Out of Hours service is not designed for the request of repeat prescriptions, test results or for making appointments.

Please Note: That the Out of Hours service will not provide repeat prescriptions for routine or non-urgent medication from patients who have forgotten to order their regular medicines from the practice during normal surgery hours.

Please remember to put in your repeat script request in good time – **BEFORE** – you run out of your medication and collect during normal opening hours if it is not sent directly to the pharmacy.

It would surprise you how many scripts end up having to be processed as an 'emergency' by the same individuals because of lack of planning. It is the Department of Health (DOH) advice that patients should be referred to pharmacies for an emergency supply of repeat and/or non-urgent medication when necessary.

Still keeping with prescriptions we thought you would find the following information interesting:

NHS 'spending millions each year on prescriptions for over-the-counter items'

The NHS is spending millions of pounds a year on prescriptions for items that can be bought in high street pharmacies.

Household brands such as Vaseline, Rennie, Strepsils, Benadryl and Bazuka account for hundreds of thousands of prescriptions every year, NHS data shows.

The figures for England, analysed by the Press Association, show multivitamins made up 1.33 million prescriptions in 2015 at a spend of more than £3.8 million.

One of the biggest spends was for antacids - mostly Rennie and Gaviscon - with more than four million prescriptions at just over £26 million.

Calpol accounted for 12,605 at a cost of £84,997, while Benadryl made up 97,629 prescriptions at a £1.55 million spend.

Cough medicines including Benylin, Buttercup, Boots own brand and Covonia were also available on prescription.

Millions of pounds worth of mouthwash was prescribed, with one type available for £2.99 in Superdrug accounting for a £1.8 million spend, and a further £964,399 was spent on Corsodyl.

Hand sanitiser was prescribed, while Strepsils, Halls, Throaties and Tyrozets lozenges accounted for more than £25,000.

In 2015, £9.27 billion was spent on all prescriptions dispensed in the community - a 4.68% rise on the £8.85 billion in 2014, the data from the Health and Social Care Information Centre (HSCIC) showed.

In 2015, 1.08 billion prescription items were dispensed - a 1.79% rise from the 1.06 billion in 2014.

Around 90% of prescriptions are free of charge to patients. Critics said too much money was being "squandered" on bathroom cabinet items but the Royal College of GPs said doctors issued prescriptions in the best interests of patients.

Katherine Murphy, chief executive of the Patients Association, said: "The NHS is under enormous financial pressure right now.

"Every penny in the NHS must be spent appropriately and wisely. Practitioners must always make sure that prescription items are necessary.

"However, patients also have responsibilities to not waste the NHS's scarce resources and should endeavour to pay for everyday items such as cold remedies out of their own pocket."

The data showed thousands spent on head lice treatments, with the Hedrin head lice treatment accounting for 41,560 prescriptions at £279,143 while the bill for Full Marks was £12,591.

Thousands of pounds was also allocated to Nytol (£122,079) alongside Kalms herbal sleeping pills, Berocca, Lemsip, Day Nurse, Alka-Seltzer and Sudafed.

Bonjela made up over 59,000 prescriptions at a cost of £152,272 while Bazuka cost £133,875.

Dr Maureen Baker, chairwoman of the Royal College of GPs, said: "Prescribing is a core skill in general practice and family doctors will always prescribe in the best interests of our patients.

"It is certainly important to be mindful of the cost of prescriptions to the NHS, especially if the medications and products are readily available over the counter."

Reminder:

8 week post natal checks

Here at Woodlea house we ask both Mum and baby to attend an appointment with the nurse and the GP on a Wednesday morning for a post natal check for mum and an 8 week check for baby which will include their first immunisations.

We thought we would reiterate the above information as some new mums have been told by the maternity unit baby needs a 6 week check with the GP.

And finally.....

- Check out the website www.woodleahouse-surgery.co.uk for minor ailment remedies and advice via clinical services then, choose the tab on the right for the 'self-help' page.
- Please remember we are always happy to receive feedback about our services. You can give feedback via the friends and family test on our surgery iPad located in the lobby. We also have a suggestion box which is emptied weekly or why not join our patient participation group which is run virtually so you don't even need to come into the surgery to air your views.

Keep an eye on our website and/or like us on Facebook for updates.