

DORRIDGE SURGERY



PATIENT REFERENCE GROUP

FOR YOUR INFORMATION

No. 37 - August 2018

Monday 27 August 2018

The following pharmacies are open in Solihull on bank holiday Monday:

Boots

Sears Retail Park, Oakenshaw Road, Solihull, B90 4QY

9am-6pm

Boots

7 Mell Square, Solihull, West Midlands, B91 3AZ

10:30am-4:30pm

Morrisons

281 Stratford Road, Shirley, Solihull, B90 3AR

10am-4pm

Morrisons

George Road, Solihull, B91 3BQ

10am-4pm

Superdrug

34 Mill Lane Arcade, Touchwood Court Shopping Centre, Solihull, B91 3GS

11am-5pm

Tesco

21-35 Stratford Road, Shirley, Solihull B90 3LU

9am-6pm

Tesco

1505 Stratford Road, Shirley, Solihull, B90 4EN

9am-6pm



Pharmacy

If help is needed during the holiday please phone 111 for non emergency situations.



Meanwhile.....

You may have seen the 'News Item' on the front page of the website relating to appointments for both Doctors and Nurses that were booked and not kept by patients in July of this year.

The wording illustrates the frustration felt by the Surgery team and we are sure if those 100 appointments had been made available the rest of us would be a lot happier.

It is worth reading the Practice News item dated the 22nd August 2018, just go to:

www.dorridgesurgery.co.uk

Meanwhile.....



A four page leaflet is in the course of being distributed, by post, to all patients registered at Dorridge Surgery.

This is reproduced on the following pages, from which you will see moves are afoot to overcome the problems experienced by Doctors and Specialist Staff (outside of the Surgery) who have not had the benefit of our Medical records to assist in any diagnosis.

The Your Care Connected system will replace and bring together a number of incompatible systems that exist at the present time.

The potential is great - singing off the same hymn sheet?

You will see that you do not need to do anything, unless you do not wish your records to be made available to the organisations listed in the leaflet.

THE CHOICE IS YOURS.

Your medical history could save your life in an emergency - please read this leaflet carefully

Your GP Practice has agreed to take part in Your Care Connected, a new NHS service being implemented across Birmingham, Sandwell and Solihull which will allow the doctors, nurses and other registered healthcare professionals working in local hospitals to view information from your GP record, only with your permission, to provide you with better, safer care.

This leaflet will explain:

- What Your Care Connected is
- How it will improve the care you receive when you visit one of the participating NHS organisations
- Who will be able to see your information and what they will be able to see
- What you need to do if you do not wish to take part

Please read it carefully and contact us using the details above if you have any further questions.

Sharing information to improve the care YOU receive

Your Care Connected is a new NHS service to improve the care you receive when you visit one of the participating NHS organisations. If you (or your carer/guardian where applicable) gives the person treating you permission to view your medical record, they will use that information to help provide you with the care and treatment you need - this is especially important in emergency situations.

Please note:

Your Care Connected will only be used to improve the care you receive when you visit one of the NHS organisations listed in this pack. Your Care Connected does NOT share your information with anyone other than the listed NHS organisations.

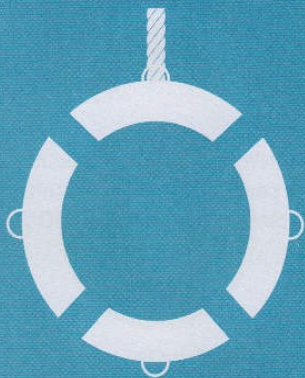
YOUR DATA WILL NOT BE: extracted, stored elsewhere, used for research or marketing or sold to any other organisations. If you opt-out of Your Care Connected, it will also automatically stop your record being shared for any other local data sharing projects (for example, GP practice to practice sharing for extended opening hours and seven day access).

You do not need to do anything if you are happy to have your information shared with those caring for you.

Thank you for taking the time to read this letter. Please read the rest of this leaflet carefully for more detailed information. If you have any further questions not answered in this pack, please contact us via email, leave a message on our free phone voicemail service or visit our website.

Yours sincerely,

DORRIDGE SURGERY



Saving Lives

The more information the better

Allowing healthcare professionals to view information from your GP record will provide them with important and potentially life-saving information; it will also help to reduce unnecessary repeat tests, such as blood tests and X-rays.

Sharing your medical records could save your life.

Did you know...

Your GP medical record is the most complete record of your health and wellbeing.

But did you know that when you visit a hospital, access mental health or out of hours services, or need an ambulance, those treating you cannot access your record? Your local NHS feels that those involved in your care should be able to see vital information about you to help improve the medical care that you receive, which is why Your Care Connected is being implemented across Birmingham, Sandwell and Solihull.

Your Care Connected will allow doctors, nurses and other registered healthcare professionals caring for you to view information from your GP record, with your permission, to provide you with better, safer care.

How this helps you

- ♥ Faster and easier access to your medical information, which could save your life
- ♥ Provides information such as any medication you take and the dosage, any allergies you may have, the results of any recent medical tests you've had or which member of the GP practice staff you saw last
- ♥ Improves the safety and quality of your care
- ♥ Less time spent filling in forms
- ♥ More secure than your GP sending your record via fax or recorded delivery to the participating organisations (which is the current alternative)
- ♥ Enables safer delivery of care in an emergency

“Your Care Connected will take a lot of the stress away from hospital visits; having one system tell my story, providing all the reliable and essential information about me will help to provide me with better care”

Adrian, Patient

Would you like to know more?

Please visit

MidlandsYourCareConnected.nhs.uk

Alternatively, you can email the team:

infoMidlandsYourCareConnected@nhs.net

Or leave a message on our free phone voicemail service

0333 150 3388



Saving Time

Nobody likes wasting time

Quicker access to your medical information could help reduce the number of forms you need to complete, reduce waiting times and reduce unnecessary stays in hospital.

Share your medical records and save time.

Who will be able to access your information?

When you visit one of the organisations below, the person treating you will ask for your permission to view information from your GP record using Your Care Connected. This will help to provide you with better, safer care:

- ♥ Birmingham Children's Hospital
- ♥ Birmingham Community Healthcare
- ♥ Birmingham and Solihull Mental Health Foundation Trust
- ♥ Birmingham Women's Hospital
- ♥ Birmingham City Hospital
- ♥ Good Hope Hospital
- ♥ Heartlands Hospital
- ♥ Queen Elizabeth Hospital
- ♥ The Royal Orthopaedic Hospital
- ♥ Sandwell General Hospital
- ♥ Solihull Hospital
- ♥ West Midlands Ambulance Service
- ♥ Local out-of-hours GP services

Your Care Connected can only be used to view your information with your permission and for your direct care. Please note that clinicians may override your permission in the event of an emergency, for example if you are unconscious or otherwise unable to communicate, or they feel it is essential to your health and wellbeing.

What will they see?

Health professionals treating you will only view the parts of your medical record listed below and only with your permission; if you allow them to access your record, it will provide them with a host of important information, including:

- ♥ Allergies
- ♥ Medication
- ♥ Hospital admissions and referrals
- ♥ Vaccinations and immunisations
- ♥ Test results
- ♥ Diagnoses
- ♥ Treatment
- ♥ Medical procedures
- ♥ End of life wishes
- ♥ Demographic information (age, gender etc.)
- ♥ Concerns related to abuse of vulnerable children or adults (if applicable)

Your information will not be used for any other purposes, such as for research, or given /sold to third parties. For any changes or an up-to-date list, please refer to our website www.midlandscopyourcareconnected.nhs.uk.



We can produce our publications in Braille, large print, easy read (accessible text format). Information can also be made available in a range of other languages. Please contact us for more information.



Protecting Information

The importance of privacy

Only registered healthcare professionals can view your medical records and they will always ask permission before doing so. What's more, access is provided through a locked network ensuring your information is always secured to the highest possible standards.

The information you share will always be protected.

What is not shared?

Your Care Connected does not share everything from your GP record.

This is because we follow national guidance on patient confidentiality and the sharing of sensitive information. As a result, Your Care Connected does not currently share information relating to:

- ♥ IVF treatment
- ♥ Sexually transmitted infections
- ♥ Termination of pregnancy
- ♥ HIV and AIDS
- ♥ Gender reassignment
- ♥ Free text from GP record

Please note: this list may be subject to change to reflect changes to national guidance on the sharing of sensitive information. Please visit our website to find an up-to-date list of information that is not shared when the person treating you accesses your record using Your Care Connected.

Your information, your choice

If you are happy to take part, you do not need to do anything

You do not need to do anything if you are happy to have your information accessed using Your Care Connected. If you visit one of the organisations listed on the previous page, those treating you will ask for your permission to view your record.

If you do not want your information shared

If you do not want your information shared using Your Care Connected, you will need to 'opt-out'. This will mean only your usual medical practice will be able to access your record electronically. To opt out, please complete the form below and send it back in the free-post envelope provided. You can also visit your GP and speak with them directly. Your GP record will then be marked to show that you do not want your information to be shared.

Section A – ONLY COMPLETE IF YOU DO NOT WANT YOUR INFORMATION SHARED

Please complete this form in BLOCK CAPITALS if you do not want your information to be shared using Your Care Connected for the purpose of improving your direct care when visiting one of the participating NHS organisations. If you wish to opt out on behalf of a child or vulnerable adult, you must visit their practice and speak with a GP, but they may decline your request if they believe it is not in the best interests of the child or vulnerable adult in question.

Title: Name: Postcode: Date of Birth:
(DD/MM/YYYY)

NHS No.
(if known)

I do not want my information to be shared via Your Care Connected. I understand that this may mean important information will not be available to those treating me when making decisions about my treatment in potentially urgent and life-threatening situations. I understand that by opting out of Your Care Connected I will also opt out of any other local sharing initiatives by default. I also understand that if I change my mind I can only opt back in by visiting my GP Practice.

Signed: _____

FOR NHS USE ONLY

Opt out request actioned by Practice on:
(DD/MM/YYYY)

Actioned by:

Meanwhile.....

Please let us know if you have any ideas how the newsletter could be improved.

Do you have any experiences you would be happy to share with fellow patients?

Have a good weekend, come rain or shine!



Previous issues can be found on the Surgery Website www.dorridgesurgery.co.uk, just click on the button 'NEWS FOR YOU' in the left hand navigation bar.