

**In this issue >>>**

NHS Health Checks

Focus On ... Information Governance

111 Emergency Service

Spotlight On ... Red Nose Day!

Department News

Health Campaigns



Drs Bywater, Salter & Hinton

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# Surgery News

## 111 Emergency Service



A new telephone service will soon be launched in our area. The **111** number is a single point of contact for access to non-emergency care. It will eventually replace NHS Direct and the local 'Out of Hours' number 111. For most non-emergency calls you will need a minimum of 1p credit to be able to dial the number. When patients contact 111 they will be directed to the most appropriate service such as the Out of Hours service, a chemist, A&E or their own GP. The 111 service can also dispatch an ambulance immediately if one is required. The surgery phone lines will be diverted to **111** when we are closed and you will be transferred automatically if you call us out of hours. Please note that this call will be charged at the local rate. We will keep you informed of developments to this service.

# Postponed!

## Focus On ...

### Information Governance

Our recent survey suggests that while our patients are happy that we keep their information secure, some of you would like some more information about what *Information Governance* is. This relates to the laws, regulations and policies that govern how we use the information we hold about you. We are bound by laws including the Data Protection Act 1998 and Access to Health Records Act 1990. We also comply to a set of Nationally agreed standards. These measures ensure your information is properly protected. They define who has access to it, who we can share it with and what we can use it for. They also include regulations about how we pass information on and how we ensure those methods are secure. When sharing your information we will only provide the minimum information that those third parties need to deal with your care. The security arrangements relating to staff, computer access, record maintenance and the physical security of the building are reviewed on a regular basis. We take confidentiality seriously and all our staff and anyone we need to share information with are bound by strict confidentiality agreements. If you would like more information about this subject or any other aspect of your confidential records, please contact Kate Parkinson or Sharon Salter at the surgery or email [kateparkinson@nhs.net](mailto:kateparkinson@nhs.net) or [sharon.salter@net.net](mailto:sharon.salter@net.net).



We will be closed from 8pm Thursday 28<sup>th</sup> March  
until 8am Tuesday 2<sup>nd</sup> April



**Red Nose Day Cake Sale** We are delighted to report that our cake sale in aid of Comic Relief raised a fantastic £155. Many thanks to all patients and staff who donated. Thanks also to all those who donated cakes and to Sharon Salter (pictured) for organizing it all.



News from the Departments.....

**Nursing Team:** NHS HEALTH CHECKS Everyone is at risk of developing heart disease, stroke, diabetes or kidney disease. From April 1<sup>st</sup> we will be offering free NHS health checks to all 40-74 year olds who are not currently suffering from these conditions. The check involves a simple non-fasting blood test a BP check and lifestyle advice. It will take approximately 20 minutes and will enable us to work with you to lower your chance of developing heart or kidney disease, stroke or diabetes. We will send out letters inviting eligible patients to attend.

**Clinical Team:** 15<sup>th</sup> -21<sup>st</sup> March was Depression Awareness week. Depression is more than simply feeling unhappy or fed up for a few days. We all go through spells of feeling down, but when you're depressed you feel persistently sad for weeks or months, rather than just a few days. Depression affects people in different ways and can cause a wide variety of symptoms. Some people still think that depression is trivial and not a genuine health condition. They're wrong. Depression is a real illness with real symptoms. The good news is that with the right treatment and support, most people can make a full recovery. For more information visit <http://www.nhs.uk/Conditions/Depression>

### **Health Awareness Campaigns:**

1<sup>st</sup>-30<sup>th</sup> April Bowel Cancer Awareness Month [www.beatingbowelcancer.org](http://www.beatingbowelcancer.org)

22<sup>nd</sup> April – 28<sup>th</sup> April Allergy Awareness Week [www.allergyuk.org](http://www.allergyuk.org)

6<sup>th</sup> – 12<sup>th</sup> May Deaf Awareness Week [www.deafcouncil.org.uk/daw](http://www.deafcouncil.org.uk/daw)

9<sup>th</sup> – 15<sup>th</sup> May Cancer Prevention Week [www.wcrf.uk.org/](http://www.wcrf.uk.org/)

Includes Fruity Friday! <http://www.fruityfriday.org/>



For feedback / comments about this Newsletter, please contact Sharon Salter on 01886 821279 or email [sharon.salter@nhs.net](mailto:sharon.salter@nhs.net) A large print format is available on request.

This Newsletter will also be available on the local Clifton on Teme website at [www.clifton-upon-teme.co.uk](http://www.clifton-upon-teme.co.uk) or [www.temetriangle.net](http://www.temetriangle.net) courtesy of Bernadette Higgins

**PC Troubles?**

- PC problems solved
- Broadband connection set-up
- Home network set-up
- Printer and camera problems solved
- Website design service
- Basic PC training at home

*For friendly and local advice and to book a free consultation contact*

**Bernadette Higgins on 07813 302 504**  
or e-mail: [apctrouble@gmail.com](mailto:apctrouble@gmail.com)