

NEWS ABOUT YOUR SURGERY

NOVEMBER 2016

HAVEN HEALTH, HOWARD HOUSE & WALTON SURGERY: WORKING TOGETHER FOR OUR PATIENTS

The NHS is under great strain. Difficulties replacing retiring GPs, a rapid rise in the needs of an ageing population and financial constraints at a national level are putting services under increasing pressure.

As a result, GP practices such as ours are having to look at new ways of operating. The partners at Haven Health, Howard House and Walton Surgery have therefore agreed to work in much closer collaboration.

This kind of partnership has been very successful in other parts of the UK and we are confident it will make best use of our resources – allowing us to share our expertise and ensure patients continue to receive the best possible care.

By working together, we will also be able to draw on the skills of other highly trained colleagues such as pharmacists, nurses and paramedics.

There will be no redundancies as a result of the collaboration and all practices will remain open – this is about making the care we provide more sustainable, not cutting costs.

HOW IS THIS GOING TO AFFECT YOU?

- People who need to be seen on the same day could possibly be asked to attend a pre-booked appointment with the 'on the day' team at Felixstowe General Hospital. The 'on the day' team will be delivered by Haven Health, Howard House and Walton Surgery on a rota basis. This means that you may see a doctor or nurse from a GP practice other than your own.
- People who need a visit in their home or a residential/nursing home may be seen by a dedicated team of emergency care practitioners **such as nurses and paramedics** supported by a GP as necessary.

We will continue to keep you up to date with how the partnership is progressing and further initiatives. In the meantime, should you have any questions, please speak to a member of staff at your registered GP practice.

WALTON SURGERY UPDATE

Suffolk GP Federation has now taken on the management of Walton Surgery. Dr Billy McKee has stepped down as partner. He will not retire immediately and is continuing in general practice – albeit with a slightly lighter workload. Suffolk GP Federation consists of around 60 independent GP practices covering 540,000 patients. It already runs a number of NHS services in Suffolk and bordering counties.

YOUR HEALTHCARE TEAM

It is not always necessary or most appropriate for you to be seen by a GP. **The GP practice team includes:**

- Nurse practitioners
- Healthcare assistants
- Practice nurses
- Prescribing clerks

For information on how your patient records will be shared by the three practices, please turn over.

GP SURGERIES ARE REQUIRED TO:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential and secure
- Provide information in a format that is accessible (i.e. in large type if you are partially sighted)

INFORMATION ABOUT YOU

The surgery teams aim to provide you with the highest quality care that is safe, based on good quality information and which allows us to work effectively with others involved in your care. To do this we must keep records about you, your health and the care we have provided, or plan to provide.

These records may include:

- Basic details such as address, date of birth and next of kin
- Contact we have had with you
- Notes and reports about your health
- Details and records about your treatment and care

The surgeries will:

- Discuss and agree with you what we are going to record
- Show you what we have recorded, if you ask

SHARING YOUR INFORMATION

Others may also need to use records about you to:

- Check the quality of care you are receiving
- Protect the health of the general public
- Keep track of NHS spending
- Help investigate any concerns or complaints you or your family have about your health care
- Teach health workers
- Help with research

Sometimes we share your information with third parties such as:

- Hospitals • Social care • Community Health
- Clinical Commissioning Groups • Mental Health

We will not share information that identifies you, unless:

- You ask us to do so
- We ask and you give us permission
- When required or allowed in law
- We have special permission for health or research purposes (e.g. if you have agreed to take part in a research trial)
- It is in the public interest (e.g. there is a risk of serious harm or crime)

WHAT WILL HAPPEN TO YOUR PATIENT RECORDS?

Your patient records will be kept by your registered surgery but will be accessible to all three practices when you use the service – unless you tell us otherwise.

IF YOU OBJECT

You have the right to object to the surgeries seeing your medical records.

If you choose to object, then your access to the joint services provided may be affected but access to your current surgery will not be interrupted.

YOUR RIGHTS

By law, you have the right to confidentiality. You also have the right to ask for a copy of the records.

- Your request must be made in writing to your surgery
- If you request a printed copy of the information, a charge will apply
- The surgery is required to respond to your request in writing within 40 days
- You will need to give the surgery your full name, address, date of birth and NHS number
- You will be required to provide personal identification such as a driving licence or passport

All three surgeries are working with Healthwatch Suffolk to listen to your views. It is an independent body set up to shape and influence local NHS and social care services. If you would like to share feedback about the changes, please call **01449 703949** or email info@healthwatchesuffolk.co.uk.

If you have any questions about any topics in this newsletter, please contact your registered surgery.

Haven Health: **01394 670107**. Howard House: **01394 282706**. Walton Surgery: **01394 278844**.