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| buildings viewPatient Newsletter**Clevedon Medical Centre** | Y:\IT TEMP\Facilities Management\PROTOCOLS\CLARITY (GPTN)\Logo Transparent(2).png |
| June 2021Volume 1 Issue 1 |
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| **Clevedon Medical Centre, Old Street,** **Clevedon, BS21 6DG**01275 335 666/680<https://www.clevedonmc.nhs.uk/> |
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As of the beginning of June 97% of our patients aged 50 and over had received their first Covid vaccine and 94% their second.Overall 74% of all eligible adults have received their 1st dose. | There has been some confusing information circulating on social media concerning the sharing of certain aspects of medical data from the end of June 2021.If you don’t want your identifiable patient data to be shared for purposes except for your own care, you can opt-out by registering a [Type 1 Opt-out](https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/how-we-look-after-your-health-and-care-information/your-information-choices/opting-out-of-sharing-your-confidential-patient-information) or a [National Data Opt-out](https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/), or both. Your individual care will not be affected if you opt-out using either option.**Type 1 Opt-out** - The NHS will not collect data from GP practices about patients who have registered a Type 1 Opt-out with their practice. More information about Type 1 Opt-outs can be found here.  [GP Data for Planning and Research Transparency Notice](https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/transparency-notice), including a form that you can complete and send to the practice.**National Data Opt-out** - The NHS will collect data from GP medical records about patients who have registered a National Data Opt-out. However they will not share any confidential patient information about you - this includes GP data, or other data we hold, such as hospital data - with other organisations, unless there is an exemption to this.Opting out of sharing your data |

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| We can now directly refer our patients to see a community pharmacist for a consultation, for common conditions, at your preferred local pharmacy. This will involve clinical assessment with the pharmacists in the privacy of a consultation room. **How can the pharmacist help?** The pharmacist has the right clinical training to assess you and recommend the best treatment for many common conditions.However if your symptoms suggests it is more serious, the pharmacist will help you obtain an urgent appointment at the practice. If you don’t need reassurance, pharmacists will be able to provide reassurance. For instance, a minor illness may get better on its own. To help with symptoms, the pharmacist may offer to sell you an over-the-counter medicine. **What happens after the consultation?** The pharmacist will make a record of the outcome and sent it to through to your GP to be added to your record. **What training do the pharmacist’s have?** Every pharmacist is trained for 5 years in the use of medicines, managing minor illnesses and providing health and wellbeing advice.For further information: Go to [www.nhs.uk/pharmacyadvice](http://www.nhs.uk/pharmacyadvice) NHS Community Pharmacy Consultations | Thank you to the Clevedon Yeo Rotary Club for their sterling work in manning the car park at every Covid Vaccination clinic held at Clevedon Rugby Club. They have turned up in wind snow and rain, always with a smile and cheerful banter.Thank you to Clevedon Rugby Club for allowing us to use the club for all of our Vaccination clinics throughout the past 6 months.Their support and commitment to this community project has been tremendous and we would not have been able to offer vaccines locally without them. |
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| Over recent years we have invested in a wide range of clinical staff with particular expertise in specialist areas to ensure that when a patient contacts the practice they can be offered an appointment with the most appropriate clinician. These clinicians include First Contact Physiotherapists, Pharmacists, Social Prescribers, Advanced Nurse Practitioners, Physician Associates, Chronic Disease Nurses and GPs.For many conditions, self-care, a referral to the NHS website, or a discussion with a community pharmacist might be the most appropriate first step, and our Reception and Care-coordination staff have been trained to identify these conditions and to advise patients on these initial choices. As demand increases we are working hard to offer as many options for our patients as we can to ensure that we have the flexibility to offer everyone the most appropriate intervention. To this end the majority of our initial contacts are by phone or by completing an E-consult. This ensures that we can then assess the need and direct the patient to the correct clinician, self-help or community service at the outset.**eConsults** can be completed by clicking on the banner on the front page of our web-site.Our dedicated staff process these on the next working day and assess how each request needs to be managed. If the request needs to be dealt with by a clinician who is not in the practice then a message will be sent to you to advise you when they will be able to respond. Please ensure that if you have sent in an eConsult that you are able to receive a text, email or phone call response. In some cases the clinician will be able to deal with the eConsult without needing to speak to the patient and will text to confirm what they have arranged. In others they will call the patient for a telephone or video consultation, or send them a link to send through photographs. If there is a clinical need they will arrange for the patient to come into the practice for a face to face consultation.**eConsults are not suitable for:*** Very urgent problems (Call our reception team on 01275 335680, or 111 if the surgery is closed)
* Multiple issues that will need complex responses

**eConsults are suitable for consultations such as:*** Medication queries
* Sick note requests
* Self-help advice
* Minor illness issues such as rashes/skin lesions/ coughs/colds
* Pain relief advice.
* Responding to requests from your GP to provide information

Do I need to see a GP? | **Access to the Surgery**We are in the process of discussing how we can safely improve access to the surgery for our patients following NHS England guidance. Further information about this will be shared when details are finalised**Carers Week****7-13 June****Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.****The campaign is brought to life by thousands of individuals and organisations who come together to provide support for carers, run activities, highlight the vital role carers play in our communities.** |
|  **New Appointment System**As a result of the increasing demand following the lifting of some Covid restrictions, a working group comprising clinical and non-clinical staff, designed a new and improved appointment system. This went live on 24th May 2021 and it will be reviewed after 4 weeks. The new system is designed to help improve continuity and enable us to control and manage the increased demand. This system is an appointment mix of Same Day, Urgent, Minor Illness, Pharmacist and E-consultations and we will be, where possible, offering pre-bookable appointments with GPs. Your first contact with the Clinicians will remain by telephone and if it is decided clinically a face to face appointment is needed this will be offered. Patients can ask for face to face consultations during their telephone call if preferred. **PATIENT PARTICIPATION GROUP**Our patient Participation Group has continued to meet via Zoom throughout the pandemic.Any patient with an interest in how the practice works is very welcome to join the group.Please use the interest from on the practice website or let Reception know and we will contact you |

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| Off the record is a mental health social movement by and for young people aged 11-25 living in Bristol, South Gloucestershire and now North Somerset. OTR (Off the Record) has provided free, confidential and self-referral support for young people in Bristol since 1965 and now offers a broad range of wellbeing projects, support and groups across Bristol and South Gloucestershire. OTR has a reputation for inclusive, youth-led and strengths-based projects and now reaches over 13,000 young people each year through a diverse range of offers, including increasing digital provision.The design of this OTR offer in North Somerset is still in its infancy and will take shape in the first half of 2021, with an offer for young people aged 11-18 expected to be in place for September 2021. The move into North Somerset will be guided by young people’s voice and needs; OTR is committed to consulting and co-designing with young people across North Somerset in the phasing of the offer, and will also carefully consult with commissioners and existing service providers in the area. The opportunity is made possible by funding from the local CCG (Clinical Commissioning Group) in recognition that further support for young people is needed in North Somerset, with a focus on early intervention and prevention.Off the Record |  | Y:\IT TEMP\Facilities Management\PROTOCOLS\CLARITY (GPTN)\Logo Transparent(2).png**Clevedon Medical Centre, Old Street, Clevedon, BS21 6DG**01275 335 666/680<https://www.clevedonmc.nhs.uk/> |