

Hollyns

HEALTH & WELLBEING

Welcome to the latest issue of Hollyns Health & Wellbeing Newsletter! In this quarter we discuss: GDPR, Changes to Telephone Number, Friends & Family Test, SMS Messaging, E-Referrals, Measles and the latest Practice News.

GENERAL DATA PROTECTION REGULATIONS

What is the GDPR? GDPR is a regulation in EU law on data protection and privacy for all individuals within the European Union. It addresses the export of personal data outside the EU and EEA. The GDPR aims primarily to give control to citizens and residents over their personal data. We hold sensitive and confidential data about you in our computer system, we have a duty of care to ensure we protect this information for you. We are a Data Controller of your information. This means we are responsible for collecting, storing and handling your personal and healthcare information when you register with us as a patient.

We use your personal and healthcare information in the following ways:

- When we need to speak to, or contact other doctors, consultants, nurses or any other medical/healthcare professional or organisation during the course of your diagnosis or treatment or on going healthcare;
- when we are required by Law to hand over your information to any other organisation, such as the police, by court order, solicitors, or immigration enforcement.

We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us clear consent to do so.

Subject Access Requests (SAR) Patients have the right to request and receive a copy of the information that is held about them. This is known as a subject access request. This right of subject access means that patients can make a request under the Data Protection Act (and now the GDPR) to any organisation processing their personal data. The Act calls these organisations ‘data controllers’. Patients can ask the organisation that is holding, using or sharing the personal information, to supply them with copies of both paper and computer records and related information held about them. In the past we have been able to charge patients for SARs, However we are now no longer allowed to charge for these under the GDPR. SARs

can be written, either letter or email and now can also be made verbally. **Full Clinical Record Access (online access)** patients who make a SAR request and have access to online services, the practice will enable full clinical record access for the patient which gives patients access to their electronic record. **3rd Party Requests:** A 3rd party, including legal representatives, can ask for a patient record on behalf of the patient and we cannot charge for this, however we must ensure that appropriate consent is in place before releasing the information. **PLEASE NOTE:** Solicitors are not permitted to seek a SAR to support an application that

should be made under the access to medical reports act e.g. reports for employment and insurance purposes for accident claims, mortgages and life insurance etc. We can still charge for these requests.

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GP online services
Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

Changes To Our Telephone Number

The Allerton specific telephone number of **01274 885222** will no longer be in use, all patients calling Hollyns Health and Wellbeing will now need to dial 01274 880650.

Why do we have to change the telephone number: Since October 2017 we have experienced a number of problems with our incoming calls due to issues with the phone lines managed by our Supplier. We have been working closely with them in addressing all problems that have been raised by both Patients and Hollyns staff. They have recognised that the system they have supplied us is inadequate and are taking steps to improve it. One of the recommendations is for all patients to dial one number when contacting the surgery. Currently patients who call our Allerton number are transferred to the Clayton number and this means calls can get cut off and patients need to redial.

Our supplier have apologised for any inconvenience that our phone problems may have caused patients and staff and are taking the issue very seriously. We are also installing a new Internet Fibre connection at our Allerton site to help these problems.



How contacting the surgery will improve with the change: We now have a call management system that tells you where you are in the queue at peak times of day and a call back system that rings you back when you are next to speak to the operator. The change in telephone numbers means we won't need to transfer calls from patients between our telephone numbers for prescription queries therefore patients will receive a faster, more efficient service. Our call recording functionality will be improved so that we can help manage queries and complaints. We record calls in interest of quality, training and development purposes. All calls will be handled at Clayton; we will have more operators available to answer the phones at peak times of the day to deal with appointment requests and queries.

Have You Filled Out a Friends & Family Test



We rely on your feedback on the care or treatment we give you any time you visit your GP or visit the Practice. Tell us what is working and what we can improve on, you can say what you think without giving your name and we will use this information to help us improve the service we give to you.

From August 2018 we will be placing all entries into a draw, one patient from each of our Clayton/Allerton sites will each receive a £10 Amazon voucher . If you would like to take part in this draw please provide us with your name, date of birth and contact details. Feedback can be given via our practice website or by completing one of our friends & family forms.

Cross Site Appointments

From the 1st May patients were offered the opportunity of booking appointments across either of our sites, Clayton or Allerton. By providing the Practice with your up to date mobile telephone number we can send an SMS confirmation and reminder of your upcoming appointments stating the location of where you need to attend for your appointment. If you previously declined to receive SMS messages and would now like to consent to receiving, please inform one of Patient Service Administrators.



MEASLES OUTBREAK

There has been an increase in the number of measles cases in England with some local outbreaks. Measles is a very infectious, serious illness that, in rare cases, can be fatal. About 1 in 5 children with measles experiences complications such as ear infections, diarrhoea and vomiting, pneumonia, meningitis, and eye disorders. One in 10 children with measles ends up in hospital. There is no treatment for the disease.

Measles spreads very easily. In fact, it's one of the most infectious diseases known. You can catch measles if you spend just 15 minutes with someone who has the disease.

Measles can be prevented by having the [measles, mumps and rubella \(MMR\) vaccine](#). Adults and older children can be vaccinated at any age if they haven't been fully vaccinated before. Ask One of our Patient Service Administrators about having the vaccination.

MEASLES

SYMPTOMS:

- High fever (104F/40C +)
- Cough; Runny nose;
- Red, watery eyes,
- Rash breaks out 3-5 days after symptoms begin.

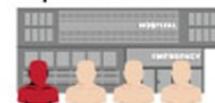
1 out of every 1,000 people with measles will develop brain swelling due to infection.



1 - 2 out of 1,000 people with measles will die.



About 25% people who get measles will be hospitalized.



What Happens When You Are Referred By Your GP To See A Specialist?

If you wish to be referred to a specialist in a particular field, such as a surgeon, or a gynaecologist (a specialist in the female reproductive system), you should see your GP/ANP. If you ask your GP to refer you to a specialist, they will probably suggest that you first try various tests, or treatment options, to see whether your condition improves. A specialist will only see you with a letter of referral from your GP. The letter will give the specialist essential background information, such as your medical history, and it will also contain details that the specialist needs to pay particular attention to. If you are referred to a specialist by your GP or other health professional, you may have the right to choose which hospital in England to go to for your first appointment. Once you have decided on a hospital, you could book your first

outpatient appointment through the NHS e-Referral Service. This can happen in the following ways: Your GP can book it while you're at the surgery or You can book it online using the Appointment Request letter your GP gives you. You can phone the NHS e-Referral Service line on 0345 6088888 (open Monday-Friday, 8am to 8pm and on weekends and bank holidays 8am to 4pm)



PRACTICE NEWS

Sadly for us Chai Loh & Maggie Robinson (Advanced Nurse Practitioners) have left our team at Hollyns, we would like to wish them every success for the future. We would like to welcome 2 new members to our nursing team, Jessica Leighton and Caroline Carter who both work across both our Clayton and Allerton sites.



Did you know that you can book appointments online and order repeat prescriptions?
Register for SystemOnline with the Reception Team and then log on via



Attending your appointment!

As a practice we are continually looking to improve our service and make more appointments available to patients. However the number of patients who fail to attend appointments without ringing to cancel is still very high.

Between 1st April 2018 and 30th June 2018 Hollyns Health & Wellbeing—Clayton had **339** Did Not Attend appointments. That's **88** hours worth of wasted appointments.

Hollyns Health & Wellbeing—Allerton had **437** Did Not Attend appointments. That's **123.50** hours worth of wasted appointments.

Please remember to cancel your appointment if you are unable to attend!



We want your views! We are keen to hear feedback about the services we provide. Please log on to

www.hollynshealth.co.uk

and visit the Virtual Surgery and use the Contact Us button in the waiting area to email us your comments.

SMS Text Messaging: if we have your mobile number we will send you text messages to confirm your appointment, remind you of your appointment or notify you of test results. You can "opt out" of these texts at any time. Please inform reception if you do not wish to receive them.

Please remember to inform us if you change your mobile number!

Patient Group: Both the Allerton and Clayton sites at Hollyns Health and Wellbeing have a Patient Group; the groups consist of patients, Doctors and members of the practice management team and we meet frequently through the year.

Our aim is to contribute to the continuous improvement of services and to provide feedback about our patient's concerns. The next Patient Group meeting will be taking place in October (date & site to be confirmed). The practice management team will be presenting to the group about the implementation of the Administration Hub, promoting our newly written Vision, Values and Behaviours and the next steps for our Practice Mergers.

If you are interested in becoming a member of the Group or would like to attend the meetings, then please leave your name and contact details with a member of the Patient Administration team.

Hollyns Health & Wellbeing—Clayton

GP Availability



4 Glenholme Park
Clayton
Bradford
BD14 6NF

Phone: 01274 880650
Fax: 01274 883256
E-mail:

B83045.hollynshealth@nhs.net

Dr. A. Raw (female) works: Monday all day, Wednesday afternoon and Thursday all day

Dr. A Suleman (male) works: Monday afternoon (pain clinic only), Tuesday all day, Thursday afternoon and Friday all day

Dr. J. Doore (female) works: All day Thursday and Friday

Dr. M. Ponnusamy (Female) works: Monday morning

Louise Lewis (Advanced Nurse Practitioner) (female) works: all day Tuesday to Friday

Nicola Smith (Advanced Nurse Practitioner) (female) works: Monday morning, Tuesday & Wednesday all day, Thursday morning and Friday all day.

Jayne Hunneybell (Advanced Clinical Practitioner) works: Monday, Tuesday and Wednesday.

We have a Practice Nurse team who are available Monday to Friday.

Hollyns Health & Wellbeing—Allerton

GP Availability



Allerton Health Centre
Bell Dean Road
Allerton
Bradford
BD15 7WA

Phone: 01274 880650
Fax: 01274 491776
E-mail:

B83045.hollynshealth@nhs.net

Dr. A. Withers (male) works: Monday all day

Dr. C. Temperley (female) works: All day Monday, Tuesday, Thursday and Friday

Dr. S. Marris (female) works: All day Monday, Wednesday, Thursday and Friday (Currently on Maternity Leave)

Dr. M. Ponnusamy (female) works: Monday afternoon, Wednesday and Thursday all day

Dr. S. Shaper (female) works: All day Monday and Tuesday and Thursday morning

Dr Q Hussain (male) works: All day Monday to Thursday.

Dr Z Hafeez (female) works: All day Friday

We have a Practice Nurse team who are available Monday to Friday.