



Hollyns

HEALTH & WELLBEING

Welcome to the latest issue of Hollyns Health & Wellbeing Newsletter! In this quarter we discuss: Flu Campaign, Shingles Vaccination, Blood in Pee Campaign, Bowel Screening, Your Data Matters, Electronic Data Sharing Model, Friends & Family, Annual Patient Survey, Care Navigation, Local Taxis & Bus Routes and the latest Practice News.

FLU CAMPAIGN—REGISTERED PATIENTS



The national flu immunisation programme aims to provide direct protection to those who are at higher risk of flu associated morbidity and mortality. The following groups are eligible to receive the flu vaccination at the surgery:

- All children aged 2 & 3 (born between 01/09/14 & 31/08/16)
- those aged 6 months to under 65 years in a clinical risk group
- pregnant women
- those aged 65 years and over
- Carers
- those who reside in long stay residential homes
- those who are seriously overweight.

All patients who fall into any of these categories will receive an invitation to attend one of our flu drop in clinics. Patients can attend drop in clinics at either of our sites.

SHINGLES VACCINATION

Shingles, also known as herpes zoster, is a painful skin rash caused by the reactivation of the chickenpox virus (varicella-zoster virus) in people who have previously had chickenpox. It begins with a burning sensation in the skin, followed by a rash of very painful fluid-filled blisters that can then burst and turn into sores before healing. Often an area on just one side of the body is affected, usually the chest but sometimes the head, face and eyes. A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to certain people in their 70s. The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year. The shingles vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter. Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed, shingles is fatal for around 1 in 1,000 over-70s who develop it. It's fine to have the shingles vaccine if you've already had shingles.

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The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks. If you would like to receive this vaccination please make an appointment with one of our practice nurses.

September 2018 – 31 August 2019



BLOOD IN PEE CAMPAIGN

Public Health England has launched a new Be Clear on Cancer campaign raising awareness of bladder and kidney cancer symptoms. The campaign is urging people to tell their doctor straight away if they notice blood in their pee, even if it's just once. The chances are it's nothing serious, but blood in pee is a key symptom for both bladder and kidney cancers and these cancers are more treatable if they are found early. The primary audience is for men and women over the age of fifty, particularly those living in more deprived areas. It aims to reduce the 8,000 deaths from the cancers each year. Other symptoms of bladder cancer include: Urinary tract infection which is difficult to treat or is recurrent and pain whilst peeing. Other symptoms of kidney cancer include: pain on side or below the ribs that does not go away and weight-loss. For more information on the campaign please visit the following website: [NHS.UK: https://www.nhs.uk/be-clear-on-cancer/symptoms/blood-in-pee](https://www.nhs.uk/be-clear-on-cancer/symptoms/blood-in-pee)

**Blood in your pee?
Tell your doctor.**



BOWEL SCREENING

Bowel cancer screening involves having tests to check if you have or are at risk of bowel cancer. **Why it is offered?** Bowel cancer is a common type of cancer in both men and women. About 1 in 20 people will get it during their lifetime. Screening can help detect bowel cancer at an early stage, when it is easier to treat. It can also be used to help check for and remove small growths in the bowel called polyps, which can turn into cancer over time. **When its offered** – NHS bowel screening is only offered to people aged 55 or over, as this is when you are more likely to get bowel cancer. If you are 55, you will automatically be invited for a one-off bowel scope screening test, this is a test where a thin, flexible tube with a camera at the end is used to look for and remove and polyps inside your bowel. If you're 60-74, you will automatically be invited to do a home testing kit (the FOB test) every 2 years, this is a kit you use to collect small samples of your poo and post them to a laboratory so they can be checked for tiny amounts of blood (which could be caused by cancer). If these tests find anything unusual you may be asked to have further tests to confirm or rule out cancer.



YOUR DATA MATTERS

The NHS wants to make sure you and your family have the best care now and in the future. Your health and social care information supports your individual care. It also helps the NHS to research, plan and improve health and care services in England. Unless you have chosen to opt out, your confidential patient information can be used for research and planning. **Your confidential information is used in 2 different ways:** **Your individual care** - Health and care professionals may use your confidential patient information to help with your treatment and care. When you visit your GP, they may access your records for important information about your health. **Research and planning** - plan and improve health and care services, research and develop cures for serious illness. **Who can use your confidential patient information for research and planning?** It is used by the NHS, local authorities, university and hospital researchers, medical colleges and pharmaceutical companies researching new treatments. **What should you do next?** You do not need to do anything if you are happy about how your information is used, if you do not want your confidential patient information to be used for research and planning you can choose to opt out. There is an online service which allows you to make or change your decision at any time or you can request a print and post form - please visit nhs.uk/your-nhs-data-matters or you can telephone 0300 303 5678



ENHANCED DATA SHARING MODEL

As your GP practice we have set the following practice settings for all our registered patients whose detailed electronic health record is in our possession and within the clinical computer system, SystmOne. However, we recognise that each of our patients have differing health care needs and you may wish to control yourself how your personal data is shared.

- **Implied consent to make your record available to all organisations (without verification/security process) for direct care purposes** - We assume that you are happy to share your detailed electronic health record to those that care for you. We therefore, make your record available to all NHS commissioned services using the clinical record computer system, SystmOne. This allows for anyone at these organisations who have the appropriate controls to retrieve your electronic record once you are registered for care. However, these individuals should only legitimately access your record to provide you with care services. They must also record your permission to view your record. **AND/OR**
- **Explicit consent to make your record available to all organisations (without verification/security code process) for direct care purposes** - We will obtain your explicit consent (permission) to share your detailed electronic health record to those that care for you. By providing your permission, we make your record available to all NHS commissioned services using the clinical record computer system, SystmOne. This allows for anyone at these organisations who have the appropriate controls to retrieve your electronic record, once you are registered for care. However, these individuals should only legitimately access your record to provide you with care services. They must also record your permission to view your record. Your individual sharing preference will overwrite our organisation's default sharing setting. You may not agree with the health and social care organisations we have chosen to have access to your detailed electronic health record (the practice default). You can therefore control this yourself.

Your choice will override our settings. You have the following options: **No organisations require you to provide a security code (Allowed List)** - You can give your permission to allow all NHS commissioned services and local authorities providing health services, using the clinical record computer system, SystemOne, to access your record. **All organisations require you to provide a security code (Verification List)** - You can require that all health organisations must ask you for a PIN number on your first visit to that service. This allows you to verify/confirm that each individual organisation should have access to your record, as they are legitimately involved in your care. You will require access to either a mobile phone or email account, as a PIN will be sent to you. Alternatively, you will need access to SystemOnline to accept or reject a share request sent to your account by the organisation wishing to view your record. **Custom lists** - You can put together your own custom lists for access, adding organisations to each of 3 lists i.e. does not require a security code (allowed list), requires a security code (verification list) and cannot access (prohibited list). The functionality for each list will act as described above, but it is you who can determine the level of access, which applies to them. This should be done in conjunction with your GP to ensure you understand the full implications of your decisions. **Dissent/Refusal of your permission** - You can refuse your permission for your record to become available to all NHS commissioned services and local authorities providing health services, using the clinical record computer system, SystemOne, which prevents us sharing your clinical record to any other organisation involved in your care.

FRIENDS & FAMILY QUESTIONNAIRE - LUCKY DRAW



From 1st October 2018 all responses to questionnaires received will be placed into a monthly lucky draw, one patient from each of our Clayton/Allerton sites will each receive a £10 Amazon voucher. You will need to provide us with your contact details to take part in the draw, however your responses are anonymised. **Please note this is not NHS funded money**, the vouchers are supplied by Premier Choice who are our telephone suppliers, due to issues we have experienced with our phone lines. Each monthly draw will

take place at the beginning of the following month, the lucky winner from each of our sites will be contacted to arrange for their voucher to be collected from the Practice, with consent from each patient we will also advertise the winners. GOOD LUCK!!

ANNUAL PATIENT SURVEY - LUCKY DRAW

We would be grateful if patients would complete our annual survey, it will help to inform us on how we can improve our services. Please offer any suggestions on how we can make your patient experience more effective. All responses to this survey will be placed into a lucky draw, one patient from each of our Clayton/Allerton sites will each receive a £50 Amazon voucher. **Please note this is not NHS funded money**, the vouchers are supplied by Premier Choice who are our telephone suppliers, due to issues we have experienced with our phone lines. If you would like to take part in this draw please provide us with your details, however your responses are anonymised.

CARE NAVIGATION—WHAT THIS MEANS FOR PATIENTS

Patients may have noticed when contacting the Practice to book appointments our Patient Service Administrators ask you for a brief outline of your problem. Care Navigation training given to frontline staff enables the team to provide patients with more information about

local health and wellbeing services, both within and outside of primary care, in a safe, effective way. Care navigation will offer the patient 'choice not triage' to access the most appropriate service first which as we know, isn't always the GP. Care navigators will not make clinical decisions but when a patient presents with symptoms that meet the access criteria for other services or clinicians such as physiotherapist, pharmacist, optician or a third sector service, the care navigator can confidently offer these choices and enable the patient to go straight to the service which best meets their health and wellbeing needs.

LOCAL TAXI NUMBERS CLOSE TO CLAYTON/ALLERTON SITES

Allerton: Ace Budget Cars 01274 481818, A & M Thornton A B C Taxis 01274 881100 & Allerton Cosy Cars 01274 545555 **Clayton:** 24/7 Cars 01274 247247, Bank Top Taxi 01274 501100 & Great Horton Taxi 01274 521672

BUS ROUTES TO CLAYTON OR ALLERTON

Bus routes from Bradford Broadway stop H14 from Bradford to Clayton **637** Bus routes from Bradford Interchange Stand D + Stand F from Bradford to Allerton **617/618**
Please check for bus times as these may change www.firstgroup.com

MAP OF OUR LOCATIONS

Allerton

Clayton



PRACTICE NEWS

We would like to welcome back Dr Sarah Marris as she returns from maternity leave. Sadly for us Diana Matejak, Diane Selby and Julie Goodwin (Patient Services Administrators) have left our team at Hollyns, unfortunately Karen O'Rourke Hub Manager will also be leaving mid November to work within a school, and Dr Sarah Shaper will be leaving at the end of November. We would like to wish them every success for the future. We would like to welcome our new Patients Service Administrators, Cherelle Batt, Misbaah Bibi, Sonia Griffin and Rozina Naem to the team. We also have a new Healthcare Assistant Karen Fraser who will be working with us full time. We have successfully recruited a new ANP, her name is Helen Wright and she starts on the 12th November.



Did you know that you can book appointments online and order repeat prescriptions?
Register for SystmOnline with the Reception Team and then log on via
www.hollynshealth.co.uk



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 July 2018 and 30th September 2018 Hollyns Health & Wellbeing - Clayton had **375** Did Not Attend appointments. That's 96 hours worth of wasted appointments.

Hollyns Health & Wellbeing - Allerton had **399** Did Not Attend appointments. That's 100 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 January (date to be confirmed) at our Clayton site.

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.

A copy of all of the Group's minutes are available on the Practice's website.

Hollyns Health & Wellbeing



4 Glenholme Park
Clayton
Bradford
BD14 6NF

Phone: 01274 880650
Fax: 01274 883256
E-mail:
B83045.hollynshealth@nhs.net



Allerton Health Centre
Bell Dean Road
Allerton
Bradford
BD15 7WA

Phone: 01274 880650
Fax: 01274 491776
E-mail: B83045.hollynshealth@nhs.net

GP Availability

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

Dr. A Suleman (male) works: Monday afternoon (pain clinic), 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

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 Wednesday, Thursday and Friday

Dr. M. Ponnusamy (female) works: All day Monday and Wednesday

ANP/ACP Availability

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

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

Helen Wright (Advanced Nurse Practitioner) (female) works: All day Monday to Thursday

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

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