

Beeches Green Surgery Practice Newsletter



Summer 2018 – Issue No. 6

Staff News



We are happy to announce we have appointed a new practice nurse, medical receptionist and an apprentice to join our existing team.

Our new medical receptionist is Amy, she will be starting at the practice in July, the new practice nurse is Chanelle, and she will be starting at the practice in August and finally the new apprentice is Olivia and she will be starting with us in September. We are all very much looking forward to them joining our team!

Sadly we will be saying goodbye to GP registrar Dr James McShea, we have very much enjoyed having him with us and wish him all the best in his future. We look forward to welcoming Dr James Gough in August, he is an ST2 Doctor and will be working alongside the partners here.



We are pleased to say that there is now free Wifi within Beeches Green surgery for patients to use. The Wi-Fi address is: NHS WiFi, and follow the directions on your screen to access online.

Change of prescribing for over the counter medications

On 31st May 2018, a range of medicines that are available to buy over the counter from pharmacies and supermarkets stopped being routinely prescribed in GP surgeries. These are medicines associated with a number of minor, short term health conditions, which either get better by themselves or you can easily treat yourself. This includes, for example, medicines for coughs, colds, infrequent cold sores of the lip, mild to moderate hay fever, mild cystitis, nappy rash, warts and verruca's, earwax and head lice. Gloucestershire Clinical Commissioning Group (CCG) have made this decision following a national consultation and NHS England guidance which recommends this change. The annual prescribing cost for these medicines in Gloucestershire is around £2 million which the CCG feels could be put to better use to support more serious health conditions. Costs to the NHS are often higher than those over the counter when other fees are included such as those for dispensing or medical consultations. The CCG also hope that this change will help ease some of the pressure on GP surgeries, so doctors and other healthcare professionals can concentrate on patients with more serious or long term conditions. There are exceptions to the change, which include:

- Patients prescribed an over the counter medicine for a long term or more complex health condition.
- Where a doctor considers that a patient's wellbeing could be affected due to health, mental health or significant social vulnerability.

A full list of exceptions to the change can be found at: www.gloucestershireccg.nhs.uk/otc The average

cost of many of these medicines will be around £2 to £3. The price of these items may vary slightly, but will range from around 35p (for a small pack of paracetamol) to around £5 (for a bottle of branded cough medicine). Community Pharmacies can advise you on minor ailments that can be treated by yourself. They are experts on medicines and can signpost you to other services if needed.

Improved Access

Improved Access Clinics are provided to help people who need same day appointments. There is an Improved Access Clinic in every area of Gloucestershire. The clinics are staffed by experienced local GPs. Clinics are open during the week, including Saturdays.

Ring your GP practice as normal. A receptionist will take some brief details of your medical problem and offer an appointment if this would be suitable for you, You may also be offered an appointment if you attend a Minor Injury & Illness Unit at a community hospital. Improved Access is suitable for people with medical problems that are new - such as tonsillitis - or that have got worse, for example someone with COPD (also known as emphysema) who may have a chest infection that needs treating quickly. If you have already seen your own GP about a problem, or the appointment is about a long-term medical condition, it would be more appropriate if you continue to see your own GP who knows about your condition, including tests and treatments that you have received. There are some exceptions - for example, if your long term condition such as COPD or asthma, has temporarily got worse due to a chest infection, Improved Access Clinics will usually be able to help. When you ring your GP surgery, the receptionist who speaks to you will be able to advise whether this clinic is suitable for you. The doctors at the Improved Access Clinics will only be able to access your records if you give them permission to do so.

Car Park

You may have noticed that you no longer need to enter your car registration when you park in the car park when you visit the surgery. Unfortunately this means that we have people other than patients using the carpark and therefore it is becoming increasingly busy during morning and afternoon peak times, especially during school drop off and pick up times. We do apologise for this and if you would like to fill in a car park complaint form if it is affecting you we will then pass this on to NHS Property Services, the landlords. Alternatively they can be contacted on:

- Telephone: 0800 085 3015
- E-mail: customer.service@property.nhs.uk
- Tweet: @nhsproperty

Online Service



SystemOnline is an online service linked to our computer system which many of our patients are finding very helpful. Once registered for this service it allows patients to:

- * Manage appointments
- * View/request prescriptions
- * Add/change contact details
- * View results of blood tests
- * View their summary and/or detailed patient record online
- * Request access to their SystemOne detailed patient record.

If you wish, you can grant access for one or more proxy users (a proxy user is a relative, friend or carer who can access online services on behalf of the patient.) This can be particularly useful for parents of young children and carers. You can access SystemOnline via the internet or via the SystemOnline app.