

# NEWSLETTER - CHURCH LANE SURGERY, BOROUGHBRIDGE & HELPERBY

**Dear All**

Welcome to our latest newsletter. We are aiming to improve communication with the practice population through this letter and hope you enjoy reading it. Please feel free to comment on anything in it and leave it in the comment box in reception.

This one is quite long but does contain very important information about the new NHS set up and we are very pleased to welcome the patient participation group. One personal plea, could you please make sure that we have your correct mobile and landline telephone numbers as sometimes WE have to contact YOU!

Best wishes  
**The Partners**

## **Introducing the Patient Participation Group. (PPG)**

We are a group of registered patients who are representative of the general surgery population and we meet regularly with the practice manager and doctors.

The aim of our group is ultimately to work together to improve services and to be involved in primary health care and to help shape our services in the future. It promotes communication between the practice and the patients.

We are also looking at how the surgery can be a focal part of our community, promoting its use for community activities for example. We will also be looking at information regarding health education within the surgery. The future may even see us as a group taking on a fundraising role.



The PPG allows patients to have a say in improving the quality of services and ensuring that patient's needs, wishes & aspirations are at the heart of primary health care. It can be described as the 'patients' voice in practice'.

We, as a group, have been involved in 'shaping' the latest practice questionnaire and we have discussed the results of the questionnaire at length within our meetings, looking at the priorities of us, the patients, and how our needs can be met and how any arising issues may be resolved.

We have been discussing the latest commissioning changes within primary care and we have been involved in devising a 'user friendly' leaflet to explain the important changes which we all need to be aware of.

The Patient Participation Group will enable the surgery to grow and develop in the ways which we, the patients' want, we are being invited to take an active interest in our health and our health care service and we need to embrace this to enhance and shape service planning in the future.

The minutes and information regarding our meetings can be viewed on the Church Lane Surgery website, [www.churchlanesurgery.com](http://www.churchlanesurgery.com)

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## **Changes in the NHS – a brief guide**

You may well have read or heard about changes to the NHS, but it can sometimes be difficult to follow them all, and understand what they actually mean for you. This brief guide is intended to try and explain some of the changes.

### **The Health and Social Care Bill**

The latest changes to the NHS began with the Health and Social Care Bill which was announced by the coalition Government in May 2010, and was passed as the Health and Social Care Act in April 2012. It identified three main reasons for wanting to modernise the NHS:

#### **1. Rising demand and treatment costs**

Demand is growing rapidly as the population ages and long term conditions (those which cannot be cured, but which medicine can help to control) become more common. In addition more sophisticated and expensive treatment options are becoming available. The cost of medicines alone is growing by over £600m per year.

#### **2. Need for improvement**

There are important areas where the NHS is perceived to fall behind some European countries.

#### **3. State of the public finances**

Whilst the Government has maintained the NHS budget, this is still among the tightest funding settlements it has ever faced. Since it was created in 1948 demand for the NHS has increased by an average of 4% every year. In the past this increase was met by Government, but as this is no longer an option, doing the same things in the same way will no longer be affordable in future.



#### **New organisations are emerging . . .**

In order to bring about these changes, a lot of the existing organisations underpinning the NHS have been altered or replaced. Until now the vast majority of health services people access were selected and paid for (commissioned) by Primary Care Trusts (PCTs). One of the changes under the Health and Social Care Act is that PCTs will be abolished by April 2013 and new Clinical Commissioning Groups (CCGs) will take responsibility for identifying and commissioning local health services.

#### **What is a CCG?**

A Clinical Commissioning Group (CCG) is a group of local GPs, hospital clinicians, community representatives and managers that will make decisions about what health services to commission in their area.

They will commission hospital care, community services, and mental health services, as well as some care from the voluntary sector. CCGs will 'shadow' the existing PCT, NHS North Yorkshire and York, until April 2013, after which time they will take full responsibility for commissioning the majority of your local health services.

#### **What they don't commission.**

The CCG will not be commissioning:

- General Practice.
- Dentistry

- Opticians
- Healthcare for the Armed Forces
- Public Health.
- Some forms of highly specialised health care.

These will be the responsibility of another new organisation, the NHS Commissioning Board, or in the case of some Public Health elements, the local authority (council). It's worth noting from the above that GPs on the CCGs will not therefore be paying any money to themselves!

### **Harrogate and Rural District Clinical Commissioning Group (HaRD CCG)**

We are the newly developing local NHS organisation that commissions health services for the residents of the Harrogate and Rural District. We represent 19 GP practices and serve a resident population of approximately 160,000 people.

As this is a new organisation, we have to go through an authorisation process before we can begin to function independently. We are aiming to go through this process in autumn of 2012. Until that point the CCG exists as a committee of the existing PCT.

There are 6 GPs currently on the Board of the CCG, helping to manage a budget of £179 million.

#### **The main organisations providing the services they commission are:**

- Harrogate and Rural District Foundation Trust (for hospital and community services)
- Tees, Esk and Wear Valleys NHS Foundation Trust (for mental health)

#### **Their values are aligned to those of the NHS Constitution:**

- Respect and dignity
- Commitment to quality of care
- Compassion
- Improving lives
- Working together for patients
- Everyone counts

For more information about who is on the CCG and what they do visit our website at [www.northyorkshireandyork.nhs.uk/HaRD](http://www.northyorkshireandyork.nhs.uk/HaRD)



#### **Online Booking Service**

You can now order your repeat prescription or book your GP appointment online.

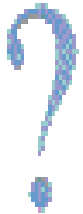
If you would like to do this please collect a form from reception, once your form has been processed you will need to collect your password from reception so that you can book your appointment or request your repeat prescription by computer.

Please allow at least 3 working days for us to process your application.

#### **Appointments**

Patients who feel they have an urgent medical problem which needs to be dealt with that day will still be seen but we would be grateful if you could consider this carefully to allow these appointments to be used for only truly urgent cases. If you consider

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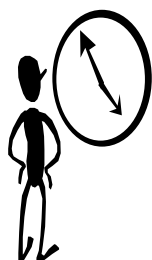
that you have a problem which cannot wait, please telephone as early as possible in the day and we will do our best to arrange an appointment within 24 hours with a health care professional. In order to ensure that this policy is maintained, we cannot always guarantee that you will see the doctor of your choice. Patients' records are computerised and all consultations are recorded so each doctor has access to your up-to-date records to ensure continuity of care. (Note that these records can NOT be accessed from outside the practice.)

One way in which you can help us provide appointments is by cancelling if you are unable to attend for some reason. The surgery has had a big increase in wasted appointments in the last year, and all of these appointments could have been made available to someone else, had we known. As such, please let the surgery know as soon as possible if you cannot keep your appointment, as we may well be able to fit someone else in, even at short notice

Please accept our apologies if you are kept waiting for your consultation. All of the doctors and nurses do their best to run to time but delays are sometimes unavoidable as emergencies arise or as some patients need more time than others. The receptionists will try to keep you informed of occasional problems. We appreciate your patience in these circumstances.

*Here are some ways in which you can help the surgeries to run to time:*

- **One problem at a time.** We offer 10-minute appointments with the doctors and nurses. It is usually best to concentrate on one health problem during the consultation and not try to cover several problems at once, unless you think they are connected. If you want a longer appointment to discuss several problems, please tell the receptionist.
- **One person at a time.** An appointment is for one patient only – if more than one member of your family needs to be seen, please book extra appointments for each person.
- **Be on time.** It is important to be punctual for your appointment – one reason for surgeries running late is because patients arrive late – if you are more than 15 minutes late you may be asked to re-book or in some situations you may have to wait until the end of surgery to allow other patients who have arrived on time to be seen.
- **Let us know you're here.** Always let the receptionist know or book in electronically when you have arrived so she can check you in on the computer and the doctor/nurse will know you are waiting.



Please remember this advice applies equally to appointments with any of our staff, not just the doctors.

#### **DNA's** (Did not attend)

We now run reports for patients who do not attend appointments that have been booked, we may write to you if this happens. It will also be noted on your record. Try to cancel your appointment as soon as you can if you no longer require it. Please remember that a wasted appointment could be used for another patient wanting to be seen.

#### **SMS Text Messaging Service**



We now have a text messaging service which will send you information about the practice and appointments made for you. If you would like to opt out of this service please contact the surgery to let us know.

Please ensure we have an up to date  
mobile number

### **Payment by Credit/Debit Card**

We are pleased to announce the practice is now able to take payments by credit or debit card.



The chip and pin terminal is situated at the dispensary hatch and our staff are able to process your card payment for NHS prescriptions, private prescriptions and any other chargeable services such as private medicals, medical claim forms, holiday vaccinations, etc.

Please note; at peak times (e.g. Monday and Tuesday mornings) there may be a slight delay in processing card payments if our telephone line is busy.

### **New Staff**

We would like to give a warm welcome to Church Lane Surgery New Senior Nurse Karen Jones, Practice Nurse Annie Jackson and Health Care Assistant Susie Cook.

**CONTACT US:** If you have any questions or comments about the practice please contact our Practice Manager, Wendy Dowson on the surgery number (01423 322309) or ask for her at Reception.