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CLOISTERS NEWS



Published by the Cloisters Patient Participation Group

Cloisters Medical Practice, Greenhill Health Centre, Church Street, Lichfield.

Newsletter
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CAN YOU HELP?

The Practice teaches 3rd/4th year medical students from Birmingham University. **They need to speak to patients with longstanding conditions such as diabetes, heart and respiratory diseases or arthritis.**

Interviews can be arranged in the surgery or at home.

IF YOU CAN HELP, contact the practice and a doctor will contact you and discuss it further.

Summary Care Records – What are they??

A Summary Care Record will be produced to give health care staff faster, easier

access to reliable information about you, to help with your treatment, when you visit the out-of-hours service or hospital departments, especially A & E. It is only available to people that are providing care for you in England.

The Summary Care Record is computer based and gives details about you such as allergies, current prescriptions and whether you have had any bad reactions to medicines in the past. It is not a full medical history.

The new Summary Care Record will be introduced over the next 12 months. The Practice and the Primary Care Trust must be satisfied that the information in the Record is of an appropriate quality for sharing. If you do not wish to have a Summary Care Record, you can opt out by doing one of the following:

- ∞ Visit the surgery and complete an opt out form
- ∞ Print the opt out form from www.nhscarerecords.nhs.uk
- ∞ Complete and post the order form you will/have receive(d) in the post

If you opt out now, you can opt in later and vice versa

SERVER INSTALLATION - FRIDAY 28th MAY 2010

The Practice will be having a new server installed on this day to update its administration systems, so you will not be able to book either

PPG NOTICEBOARD

Our notice board can be found next to the main Cloisters reception desk and has information on the PPG
And how to contact members of the PPG committee

STUDENT MEMBERS OF THE PPG

If you are 17/18 years of age and would like to join the Cloister's Patient Participation Group committee, please contact us. We meet four times a year in the boardroom at the Greenhill. We can offer you experience in committee work and related activities within a NHS environment. There are two student vacancies at the moment.

What you need to know about the " GP PATIENT SURVEY"

The Department of Health survey assesses patient's experiences of local NHS services. Since April 2009, the GP Patient Survey has been running as a quarterly survey and is sent to a different sample of patients from each GP practice every quarter. Letters were sent out in early April 2010.

As well as monitoring and supporting progress in improving services, Primary Care Trusts use the results of these quarterly surveys so that they can calculate the level of payment to make to GP practices on an annual basis. As a result of last year's survey, **the Practice suffered a loss of £10,000** because of how the questions were answered by patients and their comments.

Therefore, if you receive a GP Patient Survey, **please think carefully about how you answer the questions**, as it will have an impact on the future finances and hence the services that the Practice will be able to offer.

"Take the first step towards a healthier life and living longer"

The **Lifestyle Service** offers information and encouragement on a one- to -one basis to help

- ∞ you look at your current lifestyle,
- ∞ to make changes to your lifestyle that suit you
- ∞ working on a step-by-step basis
- ∞ Keeping you motivated

Your local Lifestyle Service is part of the South Staffordshire Primary Care Trust and **is free to access** and is confidential. The service is available to anyone over the age of 16 years.

If you are interested in learning more and wish to meet the Practice based Lifestyle Advisor, ask your GP, Practice Nurse or Health Professional to refer you to the Lifestyle Team.

NOTICE BOARD DISPLAYS

Please take time to go and have a look around the Practice at the various notice board displays, which provide helpful information with regards to your health and give important Practice information. The current themed displays include information on **diabetes** and **tick awareness**. These are situated in the Practice Nurses area. Look out for the Carers' Information notice board in the foyer. There are other

There is **one vacancy on the Patient Participation Group committee**. Please use the contact details below if you would like to find out more about the PPG.

PPG CONTACT INFORMATION

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