

# Winter 2015 Newsletter

## Patient Access—changes

The practice currently offers online access for Appointments, Prescriptions, Medications, Allergies and Adverse reactions.

Under the terms of the 2015/16 GP contract we will additionally be providing access to detailed, coded information in patient records on or before 1 April 2016.

GP Soft wear will be configured to offer coded data but GP's will have the option to withhold coded information where they judge it to be in the patient's interests or where there is reference to a third party. In particular there may be circumstances where it is likely to cause serious harm to the physical or mental health, or condition, of the patient or any other person in which case a GP should withhold that information.

The provision of sensitive personal data requires the practice to verify a patient's identity prior to the granting of access and we are currently planning the processes to be used to ensure that this meets all relevant information governance and data protection guidelines.

### How to register

To register for this service please visit one of our surgeries in person and ask at reception.

## PRESCRIPTIONS

If you have a pre-payment card, tax credit exemption card or any other form of prescription payment exemption, this must be shown whenever you collect a prescription.

### CHRISTMAS PRESCRIPTIONS

please be aware we are closed for four days over Christmas, so if your prescription is due you will need to get it in

**AS SOON AS POSSIBLE**

Brampton Medical Practice  
4 Market Place  
Brampton  
CA8 1NL

Tel: 016977 2551  
Fax: 016977 4194  
Dispensary Line: 016977 41500

Out of Hours: 03000 247 247  
Web: [bramptonmedicalpractice.com](http://bramptonmedicalpractice.com)

### SURGERY OPENING HOURS

#### Brampton

Mon—Fri 8.00 am—6.30pm  
Sat 8.00am to 10.45am

#### Corby Hill

8.15am—1.15pm 3.30pm—6.30m Mon  
8.15am—1.15pm 2.45pm—5.30pm Tues  
8.15am—12.45pm CLOSED pm Wed  
8.15am—12.45pm 1.15pm—4.30pm Thurs  
8.15am—12.45 3.00pm—5.30pm Fri

#### Wetheral

8.00am—1.00pm—2.00pm—6.30pm Mon  
8.00am—1.00pm 2.00pm—5.30pm Tues  
8.30am—1.00pm CLOSED PM Wed  
8.30am—1.00pm CLOSED PM Thurs  
8.30am—1.00pm 2.00pm—6.30pm

### BANK HOLIDAY

We will be closed on  
Friday 25th December 2015  
Monday 28th December 2015  
Friday 1st January 2016  
Friday 25th March 2016  
Monday 28th March 2016

### PROTECTED LEARNING TIME (Training)

We will be closed between 1pm - 5pm on  
Thursday 21st January 2016  
Wednesday 24th February 2016  
Thursday 17th March 2016

**FLU—1780 people eligible for a flu jab still have not had it! Please book an appointment as soon as possible**



## CQC Inspection and Report

The Inspection was carried out in August 2015 and we  
were graded as

# GOOD

**If you have any questions or concerns about the Practice, please do not hesitate to contact Tracie Webb, Business Manager**

The full report can be found on our website:  
**bramptonmedicalpractice.com**  
under Care Quality Commission

### Welcome, Farewell and Congratulations

Welcome to Dr Craig Trotter, Associate; Dr. Imram Adam & Dr. Katherine McRoy, Registrars  
Helen Hogg, Health Care Assistant,  
Di & Jules, Dispensers and Chloe, Trainee Dispenser

Farewell to Jacqueline Lowes, Health Care Assistant

Congratulations to Vicki Trotter and Donna Hetherington on the birth of their babies

## NHS 111

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

### When to use 111

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

### Call 111 if:

- you need medical help fast but it is not a 999 emergency
- you think you need to go to A & E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

**For immediate, life-threatening emergencies, continue to call 999.**

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.

If NHS 111 advisers think you need an ambulance they will immediately arrange for one to be sent to you.

Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care.