



St George's Medical Centre

Parsons Lane ~ Littleport ~ CB6 1JU
Telephone ~ 01353 864100
www.stgeorges-littleport.co.uk

NEWSLETTER

Issue 2

October 2013

Welcome to our second NEWSLETTER - more details can be found on our website.

NEW WEBSITE

www.stgeorges-littleport.co.uk

The screenshot shows the homepage of the St George's Medical Centre website. At the top, there is a navigation menu with links for Home, Opening Times, Appointments, Prescriptions, Clinics & Services, Tests & Results, New Patients, Practice Staff, and Contact Details. Below the menu is a header with the St George's Medical Centre logo and contact information: Parsons Lane, Littleport, Ely, Cambs, CB6 1JU, Tel: 01353 864100. A main banner features a family photo and a stethoscope. A 'NEWS' section highlights 'Flu Clinic Dates 2013...'. A 'Further Information' sidebar lists various services like Latest News, Patient Group, Survey Report, Flu Vaccinations, Alcohol Questionnaire, Asthma Review, Text Message Reminders, Carers Direct, Pregnancy Care Planner, Summary Care Record, Sharing Your Medical Records, Vaccination Schedule, Practice Policies, In Times of Bereavement, Live Well, and Family Health. At the bottom, there are links for 'Repeat Prescriptions', 'Update your Contact Details', and 'Update your Clinical Record'.

We hope that you have had a chance to look at our new website. It contains lots of information about the practice but also general information that you might find useful. The website is a work in progress so we would appreciate your feedback.

Shingles Vaccination if you were 70 or 79 on 1st September 2013

Most people have chicken-pox when they are young. The virus that caused it can stay in your body for the rest of your life without any problems. However, sometimes, the virus reactivates when you are older and causes a disease called shingles which can be very painful. So shingles isn't like other infectious diseases because you don't catch it from someone else.

There is now a vaccine that can reduce your risk of getting shingles or reduce the severity of its symptoms.

If you were **70** or **79** on 1st September 2013 you are eligible to have the vaccine. This can be done at the same time as your flu jab or make an appointment to see the nurse.

Goodbye to Dr Luck

Sadly we said goodbye to Dr Luck on 1st October 2013. He had joined the practice as a locum before becoming a Partner in 2008. He says he will miss everyone, but is looking forward to spending more time with his hobbies and travelling.

Hello to Dr Haque

Dr Haque qualified in India and moved to Cambridge in 2007. He completed his GP training earlier this year. He is married with two children.

Saturday Flu Clinics

5th and 19th October and 2nd November



9.00am to 12noon

You can book an appointment or simply turn up on the day. It would be easier for you and us if everyone did not arrive at 9.00am. Thank you.

Telephone and Reception Opening Times

- ◆ The **emergencies only** telephone is open from 8.00am each morning.
- ◆ The general telephone lines open at 8.30am.
- ◆ The reception desk is open each week day but closes between 12.30pm and 1.15pm, however you can still contact us by telephone over lunch time for **emergencies only**.
- ◆ There is no telephone or reception cover for any evening appointments.

Surgery Opening Times

- Monday 8.00am ~ 12.30pm + 1.15pm ~ 6.00pm
- Tuesday 8.00am ~ 12.30pm + 1.15pm ~ 6.00pm + 6.30pm ~ 7.30pm
- Wednesday 8.00am ~ 12.30pm + 1.15pm ~ 6.00pm
- Thursday 8.00am ~ 12.30pm + 1.15pm ~ 6.00pm + 6.30pm ~ 7.30pm
- Friday 8.00am ~ 12.30pm + 1.15pm ~ 6.00pm

Surgery Dispensary Opening Times

Monday to Friday
8.30am ~ 12.00pm + 2.00pm ~ 6.00pm



Appointments

We have introduced SMS text messaging to remind you of your appointment. You can sign up to messaging on our website or tell reception when you book your appointment.



Telephone Numbers

St George's Medical Centre

01353 864100

...

Out of Hours (urgent only)

01353 864100

...

Q.E. Hospital King's Lynn

(Appointments at SGMC)

01353 864145

...

St George's Pharmacy

01353 864134

...

District Nurses

0844 9310045

...

Health Visitors

01353 725560

...

Community Midwives

01223 586790

...

Children's Centre

01353 612770

...

Social Car Service

(Voluntary + Community)

01353 666553

...

Minor Injuries Unit

(Princess of Wales Hospital)

01353 656675

...

Princess of Wales Hos Ely

01353 652000

...

Addenbrookes Hospital

01223 245151

...

Lloyds Chemist

01353 860260

...

Local Police

01223 358966

...

Citizens Advice Bureau

08707 510933

Sharing your Record –visit our website for more information

There have been some changes recently regarding how patient information is shared between different parts of the NHS. There are three areas to consider and there is a page for each area on our website. The three areas are:

- * **The Summary Care Record** was introduced some time ago and shares your basic information such as medication and allergies with organisations like the Out of Hours doctors. Your record **will** automatically be shared unless you complete an opt out form. We can then code your choice in your records.
- * **Enhanced Data Sharing Model (EDSM)** was introduced in August and you may have seen the consent forms in the surgery waiting room. Your choice is whether or not you want the whole of your medical record shared with other NHS organisations. You can share your record "**out**" of the surgery to other NHS services such as District Nursing (they will see your record) and you can share "**in**" to the surgery (your Dr will see what the District Nurse has written). Your record **will not** be shared unless you opt in and we record it in your notes.
- * **Care.Data** is being introduced in October 2013. Coded information such as medications and health conditions will be used to help the government plan services and improve the way the NHS delivers care to all patients. Only your date of birth, postcode, NHS number, and gender (but not your name) will be used to link your records in a secure environment before being deleted. Your record **will** automatically be included unless you complete an opt out form.

St George's Patient Group

It's Annual Survey time!



Thank you to everyone who took the time to complete last year's Patient Survey. Your responses did make a difference as the Practice was able to make improvements based on your views - more disabled parking, more appointments and extended surgery hours.

Once again the Patient Group will be helping the Practice with the Survey Questionnaire which will be available throughout November in the Waiting Room and on the Practice website. We have made the Questionnaire shorter this time but it is still just as important. We will be asking for your views on areas such as Appointments, Opening Hours and Services Provided and there will be opportunities to provide comments on other issues which are important to you.

The Patient Group will be able to give you an overview of the Survey results in a later issue of the Practice Newsletter. We want to record every patient comment and a full detailed report will be available by the end of March.

If you want to know more before then, why not keep in touch by joining the Patient Group and get our regular updates. Contact us by clicking on the Patient Group page on the new St George's website and complete the joining form or send us a message.

Where for What?

Please use medical services wisely. We hope this guide will be useful.



General Medical Problem GP

Out of Hours Urgent Problems Only

Minor Injuries Minor Injuries Unit
(including fractures) (P of W Hospital, Ely)

Major Trauma Accident and Emergency