

Eastville Medical Practice

Reception: 0117 9026751/2
Prescriptions: 0117 9510038

Issue 11, May 2014

Friends & Family Test

This is a very short set of questions designed to gather ongoing feedback about the quality of services, and later in the year this survey will be made available to patients in every GP Practice in the country. We are currently taking part in a pilot of the scheme, and will therefore have a touchscreen tablet set up in the waiting area over the next few weeks offering patients the chance to comment on their experience at the practice. It is quick and easy – it will ask some information about your age, gender etc, but you will not be identifiable from this data.

Get involved!

Don't forget that we run a Patient Participation Group – it is open to all patients and helps you to become more involved in the practice and its services, ensuring that we hear our patients' views on the work that we are doing and any future developments. The PPG meets 3 times a year with members of the practice staff.

If you would be interested in being involved, please pass you contact details to reception or email

Hannah.Stewart@gp-L81023.nhs.uk.

Do you care for someone?

If you care for a friend or relative there may be more support available to you than you realise.

You can have a Carer's Assessment from the council, which can give you access to support and advice. You can have a Simple Assessment at the Carers Support Centre, which could provide you with a one-off payment to support you in your caring role, such as paying for a short break, some equipment or driving lessons. You can also call CarersLine on 0117 9652200 for any support and advice you need.

Visit our website

(www.eastvillemedicalpractice.co.uk) and click on the link on the right-hand side of the page titled 'Carers' for further detail and links.

We would also encourage you to let the practice know that you are a carer – this will allow us to better support your health and potentially that of the person you care for (if they are also our patient) and we can provide you with a Carer Information Pack with further detail about the services mentioned above and more.

Care.data—update

In the last newsletter, we told you about a new NHS data extraction scheme called Care.data. At that time it was due to start extracting information from our clinical records in the spring, but (as you may have seen in the news) these proposals proved quite controversial and unpopular in their original form, and NHS England subsequently postponed the launch of the programme. We do not currently know when it will be launched, but it should not be before the autumn.

If you would like to opt out, please let us know in writing sooner rather than later. You can of course opt out after the extraction has started, but once information has been taken there is no way of retrieving it.

For further information you can request the leaflet 'Better information means better care' from reception or call the helpline on: 0330 456 3531. You can also request an opt out form from reception. Also check the website.

We are a Research Practice

We have recently signed up to be involved in research. This means that we are helping to support important clinical research projects which have been approved by the NHS and therefore meet rigorous ethical and quality standards. As a result, you may be contacted by us (on behalf of researchers) to ask if you would be interested in taking part in a current study. Obviously we will never give out your contact or personal details without your permission – most often we will be asked to contact eligible patients and then if the patient is interested they can make contact with the researchers themselves. There is certainly no obligation or expectation that you will take part if you have been invited, it is entirely up to you. The practice is simply helping to facilitate the researchers in recruiting the required number of appropriate patients into their studies to help them carry out good quality research. If you would like any further information on research conducted in the NHS, please visit the Clinical Research Network's website:

<http://www.crn.nihr.ac.uk/homepage>.

Please remember that we have a comments & suggestions box in our waiting area, so let us know if you have any thoughts on our services.

NHS Choices is a website where you can find a wide range of general health information as well as information about local health services. Eastville Medical Practice has a page on this website where patients can leave feedback on their experiences at the practice. We would encourage our patients to use this service as an alternative method of providing feedback – visit www.nhs.uk and search for Eastville Medical Practice.

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