

# CROWN STREET SURGERY

## SUMMER 2014

[www.crownstreetsurgery.nhs.uk](http://www.crownstreetsurgery.nhs.uk)

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**NEXT PATIENT GROUP MEETING—TUESDAY 23RD SEPTEMBER 2014 7PM**  
**ALL WELCOME—PLEASE LET RECEPTION KNOW IF YOU WOULD LIKE TO COME**

### SHARING OF YOUR RECORDS THROUGH THE NEW IT SYSTEM

The new computer software that we use at Crown St Surgery has been put in place by Ealing Clinical Commissioning Group to directly benefit your care. One of the key benefits for you is the possibility of us being able to share your medical records electronically only with other healthcare professionals that you see. The system is very secure. It also means that in many cases we can receive information about some of your external appointments more quickly.

#### THE DETAILS

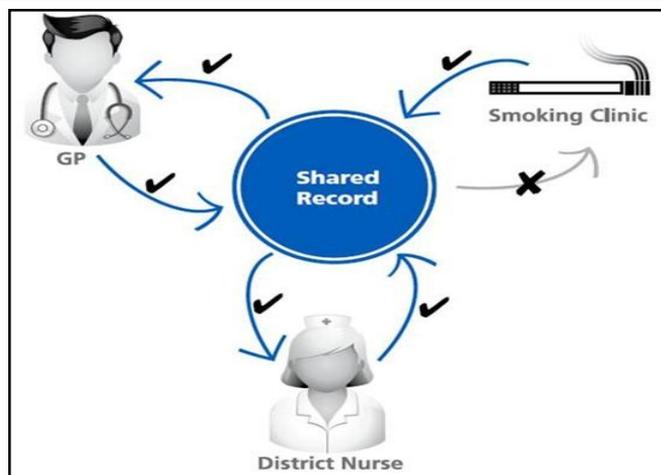
- You consent for us sharing your information with other medical professionals that you attend appointments with. Your information is then available for them to access.

- For other medical professionals to be able to see your information they must be on the same system and ask for your consent again at your first appointment. They can only see your information if you agree to this at your appointment. Other medical professionals can also directly share information about the care they give you back to us (through the computer system). Please note that this is completely unrelated to the controversial NHS data sharing scheme 'Care.data' which involves uploading patient information onto a database and combining with other data to improve overall patient care. The Care.data scheme has been delayed until the autumn due to insufficient information being supplied to patients and healthcare professionals.

### STAFFING UPDATE

Dr Shah is returning from maternity leave at the beginning of June. Her maternity locum Dr Savani will therefore no longer be with us. Dr Franco (maternity locum for Dr Choi) will be leaving at the end of July. Dr Choi will return in September.

On the reception team Iman will be leaving at the end of July, she has been with us for a year during which time she has won a place at Cardiff University where she will study medicine in September.



### SYSTEMONE SWITCHOVER

We would like to thank our patients for their understanding during our computer system switchover to SystemOne. We anticipate that our patients will benefit from the new system as we put new procedures into place over the months ahead. There are, however, still some issues that are outstanding;

1. Self check-in machine is not currently compatible with the new software, we hope to get a new check-in machine soon.
2. Patient online access accounts should still work and patients should be able to continue using the same passwords, however, many patients have experienced problems. Please ensure that you are accessing your account via the link on our website [www.crownstreetsurgery.nhs.uk](http://www.crownstreetsurgery.nhs.uk). If you are doing this and are still experiencing problems please come into reception and ask one of the receptionists to reset your password, please note that you will need to show ID in order for them to do this for you.
3. The calling board in the waiting room is working intermittently, we are looking into this. Please pay careful attention if you are waiting for an appointment, reception may call out for you or the doctor may come to collect you from the waiting room.



## **A WARNING FROM THE BRITISH MEDICAL ASSOCIATION GENERAL PRACTICE UNDER THREAT**

General practice, the heart of the NHS, is being slowly eroded. Long-term sustainable investment in GP services is required quickly before the service totally collapses. We need to attract, retain and expand the number of GPs, increase practice staff and improve premises.

### **There is a crisis in general practice due to:**

Increased general demand on the GP service through government driven patient expectation.

Patients are living longer and have more complex health needs.

Care is being moved out of hospitals into the community under the responsibility of the GP.

Patients are either unwilling or unable to manage minor illness themselves or with assistance from a pharmacist.

Working day is getting longer and longer in order to meet targets and fulfil administrative demands from clinical commissioning group and NHS England

Requirement to form federated networks of GPs to provide services – all of which require attendance at lots of meetings, which take place in surgery hours (less time to see patients) or are often in the evening after working a 10 hour day.

A 12+ hour day has become the norm, not the exception!

GPs retiring early or leaving general practice due to pressure of work and stress

Many GPs cannot juggle their working life with their responsibility as parents.

Difficulty in recruiting young doctors into general practice – newly qualified doctors often choose to work as locums or go abroad

Difficulty in recruiting qualified practice nurses

Difficulty in retaining good reception staff because they are treated so badly by patients – after a couple of years they reach a point where they can't take any more

It is increasingly difficult to recruit good locum doctors

Reduction in funding to general practice despite increased work. Currently, 90% of NHS activity takes place in primary care but only 7-8% of the NHS budget goes to primary care.

Morale is at rock bottom as we start to see everything we have worked so hard to achieve begin to fall apart

**YOUR GPs ARE AT BREAKING POINT –THEY ARE BEING ASKED TO DO MORE AND MORE FOR LESS!**

### **WHAT IS THE GOVERNMENT DOING TO HELP?**

It appears that government ministers on all sides of the political spectrum have no idea about what goes on each day in an average GP practice!

### **WHAT CAN YOU DO TO HELP?**

- Don't contact your GP for minor illness – ask your pharmacist, or look up your condition on the internet.
- Contact your local Member of Parliament to say that a much bigger percentage of NHS funds should be put into primary care.
- Don't waste NHS resources – don't order medicines you are not going to take, don't miss or be late for appointments
- Be respectful to practice staff – their frontline job is a really tough one. Help yourself by not shouting and arguing with them.

### **WHAT ARE WE DOING?**

- Using our triage appointment system to ensure that patients who do need an appointment get one
- Investing in staff team development in order to free up our GPs to see more patients
- Working with other practices in Acton to improve local services for patients

On this page <http://bma.org.uk/working-for-change/your-gp-cares> there are links for patients to follow to find out more.