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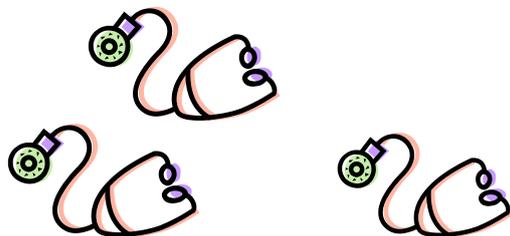
Manor Practice Patient Participation Group is looking for new members to join the Committee. They meet every 6-8 weeks on a Thursday lunch time. If you would like to know more, please complete an application form which can be found on the PPG notice board at James Preston or Ashfurlong Practice.

MANOR PRACTICE

NEWSLETTER

SUMMER 2018





MANOR PRACTICE NEWSLETTER

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SUNBURN

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EXPLAINED

Dear Patients of Manor Practice

So far weather wise we have had an amazing summer and long may it continue.

However to avoid the problem of sun burn, there is an article on how to protect you and your family - hope it helps.

It is never too early to find out facts about the Flu vaccine, therefore knowing your options now will give you an informed choice.

We are sure you have been inundated with emails regards the GDPR - "General Data Protection Regulation" and so we have tried to explain how it will affect you with regards your medical records. There are more details at-

www.manorpracticeashfurlong.co.uk/wp-content/uploads/2018/05/Manor-OHP-Privacy-Statement-GDPR.pdf

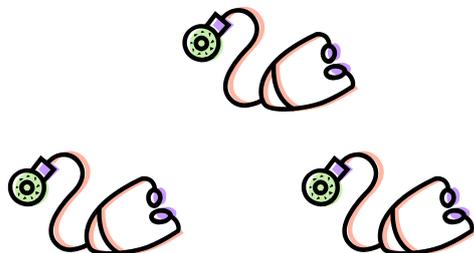
Our PPG (Patient Participation Group) are now recruiting new members. Meeting every 6-8 weeks the Committee represents patients of the practice. For more information go to the Manor Practice website: www.manorpracticeashfurlong.co.uk or take an application form from the PPG notice board at both Practices

Have a great summer

IMPORTANT INFORMATION

BENEFIT CLAIMS

The Local Medical Council have provided a letter for patients explaining that they do not require GP letters of support for benefit claims - this letter is available from reception at both sites if patients would like more information.





THE DOCTORS

Dr Nigel Speak
 Dr Mark Forshaw
 Dr Judith Rimmer
 Dr Caroline Wall
 Dr Mira Roe
 Dr Isobel King
 Dr Fraser Hewett
 Dr Guan Chan
 Dr Ana Dasgupta
 Dr Rosalind Goodgame
 Dr Chitra Meyyappan FY2



MINOR ILLNESS CLINIC

Manor Practice has a Nurse Practitioner who will see patients in our minor illness clinic

The Nurse can prescribe treatment for an extensive range of minor ailments, for example all infections, acute asthma, rashes and contraception

DID YOU KNOW.....



The Doctors and Nurses are happy to give telephone advice in order to give you a better and efficient response to your needs.

This could be to follow up a consultation or for a new problem

If you leave your contact number at reception, with some details of your enquiry, the doctor or nurse will call you back at a convenient time



MAKE A NOTE

GP surgery hours

8:00am to 6:30pm Mon-Fri,

Ashfurlong only - Mon 6:30pm-8:15pm

& Saturday 8am-12pm

GP appointments within 48 hours,

Nurse appointments within 48 hours

GP out of hours is available between

6:30pm and 8:00am

NHS 111 - non emergency service

for 24 hour advice or www.nhs.uk



APPOINTMENTS

You can now book appointments on the internet. If you wish to use this service you simply need to obtain a registration letter from reception and follow the simple instructions.

Appointments can be booked

Mon-Fri 8am-12:30pm & 1:30pm-6:00pm



TEST RESULTS

Patients may obtain test result information by phoning the surgery during weekdays between the hours of 11am and 4pm



INTERNET PRESCRIPTIONS

You can order prescriptions On-line. After accessing the website, click on online services and register yourself for a password. When authorised please follow instructions

James Preston: 0121 355 5473

Ashfurlong: 0121 323 2121

GDPR - "General Data Protection Regulation"

You will have heard a lot about this recently. Quite simply, it is an EU regulation on data protection and privacy for all individuals.

OHP PRIVACY NOTICE This privacy notice explains why the GP Practice collects information about you, and how that information may be used. As data controllers, GPs have responsibilities which are regulated by law under the General Data Protection Regulations. This means ensuring that your personal confidential data (PCD) is handled in ways that are safe, transparent and what you would reasonably expect.

Your Personal data- what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come in to such possession.

The processing of personal data is governed by the General Data Protection Regulation (the 'GDPR').

Who are we?

OHP The Manor Practice is the data controller. This means it decides how your personal data is processed and for what purposes.

The Health and Social Care Act 2012 changed the way that personal confidential data is processed. Therefore, it is important that patients are made aware of, and understand these changes and that you have an opportunity to object if you so wish and that you know how to do so.

How do we process your personal data?

Health care professionals maintain records about your health and any treatment or care you have received within the NHS (e.g. NHS Hospital Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide the best possible healthcare. NHS health

records may be processed electronically, on paper or a mixture of both, and a combination of working practices and technology are used to ensure that your information is kept confidential and secure.

Records held by this GP Practice may include the following information:

- Details about you, such as address, telephone numbers, DOB and next of kin
- Any contact the surgery has had with you, such as appointments, clinic visits,
- emergency appointments, etc. Notes and reports about your health
- Details about your treatment and care
- Results of investigations, such as laboratory tests, x-rays, etc.
- Relevant information from other health professionals, relatives or those who care for you

What is the legal basis for processing your personal data?

This GP Practice collects and holds data for the sole purpose of providing healthcare services to our patients and we will ensure that information is kept confidential.

We can disclose personal information if:

- It is required by law
- You consent - either implicitly for the sake of your own care or explicitly for other purposes
- It is justified in the public interest

Some of this information will be held centrally and used for statistical purposes. Where we hold data centrally, we take strict measures to ensure that individual patients cannot be identified.

Sharing your personal data
Sometimes information about you may be requested to be used for research purposes. The Practice will always endeavour to gain your consent before releasing the information.

Under the powers of the Health and Social Care Act 2012 (HSCA) the Health and Social Care Information Centre (HSCIC) can request Personal Confidential Data (PCD) from GP Practices without seeking the patient's consent.

Improvements in information technology are also making it possible for us to share data with other healthcare providers with the objective of providing you with better care. Any patient can choose to exercise their right of objection specified under the GDPR regarding their PCD being used in this way.

When the Practice is about to participate in any new data-sharing scheme we will make patients aware by displaying prominent notices in the surgery and on our website at least four weeks before the scheme is due to start.

We will also explain clearly what you have to do to 'opt-in' of each new scheme. Though a patient can object to their personal information being shared with other health care providers but if this limits the treatment that you can receive then the doctor will explain this to you at the time.

Risk stratification is a process for identifying and managing patients who are at a higher risk of emergency hospital admission. Typically, this is because patients have a long-term condition such as COPD or cancer.

NHS England encourages GPs to use risk stratification tools as part of their local strategies for supporting patients with long-term conditions and to help prevent avoidable admissions.

Information about you is collected from several sources including NHS Trusts and from this GP Practice. A risk score is then arrived at through an analysis of your anonymous information using computer programmes. Your information is only provided back to your GP or member of your care team in an identifiable form. Risk stratification enables your GP to focus on the

prevention of ill health and not just the treatment of sickness. If necessary, your GP may be able to offer you additional services. If you do not wish to be included in the risk stratification process, then please get in touch with the Practice.

Please note the purpose of risk stratification is to prevent and detect health issues therefore we will ask our Patients for their consent to be included in this.

How do we maintain the confidentiality of your records?

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the GDPR (which is overseen by the Information Commissioner's Office), Human Rights Act, the Common Law Duty of Confidentiality, and the NHS Codes of Confidentiality and Security

All of our staff, contractors and committee members receive appropriate and on-going training to ensure they are aware of their personal responsibilities and have contractual obligations to uphold confidentiality, enforceable through disciplinary procedures. Only a limited number of authorised staff has access to personal information where it is appropriate to their role and is strictly on a need-to-know basis. We maintain our duty of confidentiality to you always. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), or where the law requires information to be passed on.

FOR MORE DETAILS PLEASE GO TO www.manorpracticeashfurlong.co.uk/wp-content/uploads/2018/05/Manor-OHP-Privacy-Statement-GDPR.pdf

NHS PRESCRIPTION CHARGES



Regulations have been laid before Parliament to increase certain National Health Service charges in England from 1 April 2018.

In the 2015 Spending Review, the government committed to support the Five Year Forward View with £10 billion investment in real terms by 2020 to 2021 to fund frontline NHS services.

Alongside this, the government expects the NHS to deliver £22 billion of efficiency savings to secure the best value from NHS resources and Primary Care must play its part.

This year, therefore, prescription charges have increased by 20 pence from **£8.60 to £8.80** for each medicine or appliance dispensed.

To ensure that those with the greatest need, and who are not already exempt from the charge are protected, the cost of the prescription prepayment certificates (PPC) has been frozen for another year.

The 3-month PPC remains at £29.10 and the cost of the annual PPC will stay at £104. Taken together, this means prescription charge income is expected to rise broadly in line with inflation.

Charges for wigs and fabric supports will also be increased in line with inflation.

Details of the revised charges for 2018 to 2019 can be found below.

Prescription charges

- Single charge: £8.80
- 3 month PPC (no change): £29.10
- 12 month PPC (no change): £104.00

Wigs and fabric supports

- Surgical bra: £28.85
- Abdominal or spinal support: £43.60
- Stock mod acrylic wig: £71.25
- Partial human hair wig: £188.70
- Full bespoke human hair wig: £275.95



WAYS TO AVOID SUNBURN

Sunburn is skin damage caused by ultraviolet (UV) rays.



The skin becomes red, warm, sore and tender. It may start to flake and peel after a few days, and will usually fully heal within 7 days.

Sunburn is usually mild and short-lived, but it's important to try to avoid it because it can increase your risk of developing skin problems in later life, such as ageing (wrinkling) and skin cancer.

It can be easy to underestimate the strength of the sun when you're outside. The wind and getting wet, such as going in and out of the sea, may cool your skin, so you don't realise you're getting burnt.

You should always be aware of the risk of sunburn if you're outside in strong sunshine, and look out for your skin getting hot.



What to do if you're sunburnt

If you or your child has sunburn, you should get out of the sun as soon as possible - head indoors or into a shady area.



You can usually treat mild sunburn at home, although there are some circumstances where you should get medical advice.

To help relieve your symptoms until your skin heals:

- cool your skin by having a cold bath or shower, sponging it with cold water, or holding a cold flannel to it
- use lotions containing aloe vera to soothe and moisturise your skin
- drink plenty of fluids to cool you down and prevent dehydration



- take painkillers, such as ibuprofen or paracetamol, to relieve pain (but don't give aspirin to children under 16)



Try to avoid all sunlight, including through windows, by covering up the affected areas of skin until it's fully healed.

When to get medical advice



Contact your GP, go to your nearest NHS walk-in centre, or call NHS 111 if you feel unwell or you're concerned about your sunburn, particularly if you're burnt over a large area or have any of the more severe symptoms listed below.

You should also see your GP if a young child or baby has sunburn as their skin is particularly sensitive.

Signs of severe sunburn can include:

- blistering or swelling of the skin
- chills
- a high temperature (fever) of 38C (100.4F) or above
- dizziness, headaches and feeling sick - symptoms of heat exhaustion

Special burn cream and burn dressings may be needed for severe sunburn. These are available from your GP or nurse at your GP surgery. Treatment in hospital may occasionally be needed.



Who's at risk of sunburn?

Everyone who's exposed to UV light is at risk of getting sunburn, but some people are more vulnerable than others.

You should take extra care when out in the sun if you:

- have pale or white skin
- have freckles or red or fair hair
- tend to burn rather than tan
- have many moles
- have skin problems relating to a medical condition
- are only exposed to intense sun occasionally - for example, while on holiday

- are in a hot country where the sun is particularly intense
- have a family history of skin cancer

Snow, sand, concrete and water can reflect the sun's rays on to your skin, and the sun is more intense at high altitudes.

Dangers of UV rays



Sunburn and sun

allergy are short-term risks of sun exposure.

Longer-term risks over decades include:

- rough and scaly pre-cancerous spots on the skin (solar keratosis)
- skin cancer - both melanoma and non-melanoma skin cancer
- damage to the eyes from UV rays
- premature ageing and wrinkling of the skin

Preventing sunburn

Protect your skin from strong sunlight by covering up with suitable clothing, finding shade, and applying sunscreen.



In the UK, the risk of getting sunburn is highest from March to October, particularly from 11am to 3pm, when the sun's rays are strongest.

You can also burn in cloudy and cool conditions, and from sunlight reflecting off snow.

Suitable clothing

When out in the sun for long periods, you should wear:

- a wide-brimmed hat that shades your face, neck and ears
- a long-sleeved top
- trousers or long skirts made from close-weave fabrics that don't allow sunlight through

- sunglasses with wraparound lenses or wide arms with the CE Mark and European Standard EN 1836:2005



Sunscreen

When buying sunscreen, make sure it's suitable for your skin and blocks both ultraviolet A (UVA) and ultraviolet B (UVB) radiation.

The sunscreen label should have:

- the letters "UVA" in a circular logo and at least 4-star UVA protection
- a sun protection factor (SPF) of at least 15 to protect against UVB

Most people don't apply enough sunscreen. Around 35ml (6-8 teaspoons) of sun lotion is needed to cover the body of an average-sized adult and achieve the stated SPF.

If sunscreen is applied too thinly, it provides less protection. If you're worried you might not be applying enough SPF15, you could use a stronger SPF30 sunscreen.

If you plan to be out in the sun long enough to risk burning, sunscreen needs to be applied twice:

- 30 minutes before going out
- just before you go out

Apply it to all areas of exposed skin, including your face, neck and ears. Also apply it to your head if you have thinning or no hair, but wearing a wide-brimmed hat is better.

The length of time it takes for skin to go red or burn varies from person to person. The Cancer Research UK website has a handy tool where you can find out your skin type to see when you might be at risk of burning.

You need to use water-resistant sunscreen if you're exercising and sweating or in contact with water.



Apply sunscreen liberally, frequently and according to the manufacturer's instructions. This includes straight after you've been in water (even if it's "water-resistant") and after towel drying, sweating, or when it may have rubbed off.

Advice for babies and children

Babies younger than 6 months should be kept out of direct sunlight.



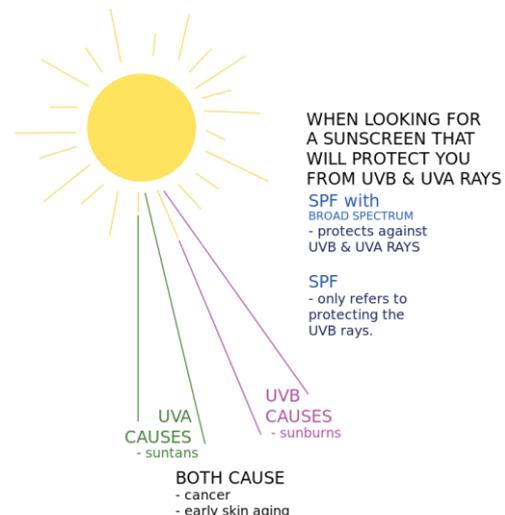
During warm, sunny weather in the UK, children of all ages should:

- cover up with long-sleeved shirts and long trousers or skirts
- wear a wide-brimmed hat that covers the face, neck and ears
- wear sunglasses that protect against UVA and UVB rays
- use sunscreen (at least SPF15) and reapply it regularly throughout the day

- spend time in the shade, such as under a tree or umbrella, or in a sun tent (particularly during the middle of the day)

To ensure they get enough vitamin D, it's recommended children aged 1-4 years should have a daily vitamin D supplement of 10 micrograms, even if they do get out in the sun.

Read the latest guidance about vitamin D from Public Health England (PHE). Find out more about vitamin D supplements for children.



NHS FLU VACCINE

We are having such a wonderful summer weather wise that it may seem rather early to write about the Flu Vaccine.

However this is the best time to read about your options so you can make an informed choice and once you have decided, enjoy the rest of your summer.



Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications.

Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease)

- children and adults with weakened immune systems



Who should have the Flu jab?

Flu is an unpredictable virus that can cause mild or unpleasant illness in most people.

It can cause severe illness and even death among vulnerable groups including older people, pregnant women and people with an underlying health condition.

Certain people are more likely to develop potentially serious complications of flu, such as bronchitis and pneumonia. These people are advised to have a flu jab each year.

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications.

You are eligible to receive a free flu jab if you:

- are 65 years of age or over
- are pregnant
 - have certain medical conditions
 - are living in a long-stay residential care home or other long-stay care facility
 - receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill

Front-line health and social care workers are also eligible to receive the flu vaccine. It is your employer's responsibility to arrange and pay for this vaccine.

65s and over and the flu jab

You are eligible for the flu vaccine this year (2017/18) if you are aged 65 and over on March 31 2018 - that is, you were born on or before March 31 1953. So, if you are currently 64 but will be 65 on March 31 2018, you do qualify.

Pregnant women and the flu jab



If you're pregnant, you're advised to have the injectable flu vaccine, regardless of the stage of pregnancy you've reached.

That's because there's strong evidence to suggest pregnant women have an increased risk of developing complications if they get flu.

If you're pregnant, you will benefit from the flu vaccine because:

- it reduces your chance of getting serious complications of flu, such as pneumonia, particularly in the later stages of pregnancy
- it reduces your risk of having a miscarriage, or your baby being born prematurely or with a low birth weight because of the flu

- it will help protect your baby as they will continue to have some immunity to flu for the first few months of their life
- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease, motor neurone disease or multiple sclerosis (MS)
- diabetes
- problems with your spleen - for example, sickle cell disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or medication such as steroid tablets or chemotherapy
- being seriously overweight (BMI of 40 or above)

It's safe to have the flu vaccine at any stage of pregnancy from conception onwards. Talk to your GP, midwife or pharmacist if you want more information.

Flu jab for people with medical conditions

The injected flu vaccine is offered free of charge on the NHS to anyone with a serious long-term health condition, including:

- chronic (long-term) respiratory diseases, such as asthma (which requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
- chronic heart disease, such as heart failure
- chronic kidney disease

This list of conditions isn't definitive. It's always an issue of clinical judgement.

Your GP can assess you to take into account the risk of flu making any underlying illness you may have worse, as well as your risk of serious illness from flu itself.

The vaccine should always be offered in such cases, even if you are not technically in one of the risk groups above.

If you live with someone who has a weakened immune system, you may also be advised to have a flu vaccine. Speak to your GP or pharmacist about this.

Flu vaccine for children



The flu vaccine is free on the NHS for:

- children over the age of 6 months with a long-term health condition
- children aged 2 and 3 on 31 August 2017 - that is, born between 1 September 2013 and 31 August 2015
- children in reception class and school years 1, 2, 3 and 4

Children aged between 6 months and 2 years of age who are eligible for the flu vaccine should have the flu jab.

Children eligible for the flu vaccine aged between 2 and 17 will usually have the flu vaccine nasal spray.



Flu jab for health and social care workers

Outbreaks of flu can occur in health and social care settings, and, because flu is so contagious, staff, patients and residents are all at risk of infection.

If you're a front-line health and social care worker, you are eligible for an NHS flu jab to protect yourself, your colleagues and other members of the community.

It is your employer's responsibility to arrange vaccination for you. So, if you are an NHS-employed front-line healthcare worker, the NHS will pay for your vaccination. If you are a social care worker, your employer should pay for vaccination.

In the case of health and social care workers employed by private companies, those companies will arrange and pay for the vaccinations.

Flu jab for carers

If you are the main carer for someone who is elderly or disabled, speak to your GP or pharmacist about having a flu jab along with the person you care for.

Where to get the flu jab

You can have your NHS flu jab at:

- your GP surgery
- a local pharmacy offering the service
- your midwifery service if they offer it for pregnant women

Some community pharmacies now offer flu vaccination to adults (but not children) at risk of flu including pregnant women, people aged 65 and over, people with long-term health conditions and carers.

If you have your flu jab at a pharmacy, you don't have to inform your GP - it is up to the pharmacist to do that.

How effective is the flu jab?

Flu vaccine is the best protection we have against an unpredictable virus that can cause unpleasant illness in children and severe illness and death among at-risk groups, including older people, pregnant women and those with an underlying medical health condition.

Studies have shown that the flu jab will help prevent you getting the flu. It won't stop all flu viruses and the level of protection may vary, so it's not a 100% guarantee that you'll be flu-free, but if you do get flu after vaccination it's likely to be milder and shorter-lived than it would otherwise have been.

There is also evidence to suggest that the flu jab can reduce your risk of having a stroke.

Over time, protection from the injected flu vaccine gradually decreases and flu strains often change. So new flu vaccines are produced each year which is why people advised to have the flu jab need it every year too.

Flu jab side effects

Serious side effects of the injected flu vaccine are very rare. You may have a mild fever and aching muscles for a couple of days after having the jab, and your arm may be a bit sore where you were injected.

When to have a flu jab

The best time to have a flu vaccine is in the autumn, from the beginning of October to early November, but don't worry if you've missed it, you can have the vaccine later in winter. Ask your GP or pharmacist.

The flu jab for 2017/18

Each year, the viruses that are most likely to cause flu are identified in advance and vaccines are made to match them as closely as possible. The vaccines are recommended by the World Health Organization (WHO).

Most injected flu vaccines protect against 3 types of flu virus:

- **A/H1N1** - the strain of flu that caused the swine flu pandemic in 2009
- **A/H3N2** - a strain of flu that mainly affects the elderly and people with risk factors like a long-term health condition. In 2017/18 the vaccine will contain an A/Hong Kong/4801/2014 H3N2-like virus
- **Influenza B** - a strain of flu that particularly affects children. In 2017/18 the vaccine will contain B/Brisbane/60/2008-like virus

The nasal spray flu vaccine and some injected vaccines also offer protection against a fourth B strain of virus, which in 2017/18 is the B/Phuket/3073/2013-like virus.

Is there anyone who shouldn't have the flu jab?

Most adults can have the injected flu vaccine, but you should avoid it if you have had a serious allergic reaction to a flu jab in the past. nhs.uk

HAVE A GREAT SUMMER!

