

Unity Health Patient Newsletter

Message from the Chair of the Patient Participation Group (PPG)

My name is Jackie Highe and I have been a patient at the Princes Risborough surgery for 25 years. I also serve as a patient representative on the South Locality Clinical Commissioning Group where locality-wide strategic and spending decisions are made. I took over the Unity Health PPG chair at the last meeting in January.

The PPG exists to ensure that the needs of all patients, their views, concerns, and experiences (good and/or not so good) are thoroughly taken into account in the five practices and works closely with both the medical and non-medical staff.

The Newsletter is to keep all patients fully informed about all the services available to them in the practice, such as access, opening hours, together with profiles of doctors and clinicians. Upcoming issues will cover seasonal injections, survey results, new developments and any changes to the system. In fact it will cover everything that you want or need to know about to get the best from Unity Health.

You can find a hard copy of the Newsletter in all the surgeries or online at

<https://www.unity-health.co.uk/about-us/patient-participation-group/>

If you have any issues that you would like to be raised at a PPG meeting please contact Stephanie Service (Practice Manager) at:

unityhealth.bucks@nhs.net

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Stephanie Service, Practice Manager

Why you should sign up to online access today:



Many of our patients already use online access, but for those of you who aren't signed up yet, here are some of the benefits of doing so:

- **Booking appointments online** - although we operate a telephone triage system for the majority of GP appointments, for both on the day and advance requests, there are some appointments available to be booked directly by patients online.
- **Ordering repeat prescriptions** - for medications you use regularly, this will save you coming into the surgery to drop off your prescription request.
- **Test results** - you can view these online as soon as they are available, which saves you having to call the surgery to get these.
- **Travel** - you can see your immunisation history, which can be helpful in planning a trip abroad. Also, you can view your medical records from anywhere in the world, if for example you need medical treatment while on holiday.
- **Empowerment** - by having access to your medical records online you can improve your knowledge and health literacy, as well as making more informed decisions about your health. You can see consultations, problems, and referrals/clinic letters.

If you don't yet have online access but would like to get it, please speak to reception. They will give you a login to register at www.patientaccess.com

If you are already signed up but don't see all of the aspects above (and would like to) please ask one of our receptionists.



As part of our commitment to improving access for our patients we are now offering Q doctor appointments on a Tuesday, Thursday and Friday evening, and a Saturday morning.

This is a secure online video system for GP appointments which can be used on a smartphone, tablet or PC. This system gives patients (over 18 years of age) the opportunity to consult a GP whilst at work or at home and avoids the need for a surgery visit.

It is available at all of our surgeries but it must be stressed is only suitable for those patients that do not require a physical examination to be carried out.

Note: although appointments are not with Unity Health GPs, the doctor will have access to your medical record for specified period of time in order to make consultation notes, and issue prescriptions (if required).

Q Doctor is a national service, and patients report such good results—rating it 4.9 out of 5!

To enrol for this service, speak to reception who can provide you with an appointment code together with full instructions about how to register and book a video consultation appointment.

New Partner - Tom Broughton

We are delighted to announce that Tom Broughton will become a partner, based at Long Crendon surgery from mid-May. Here's a bit of background on Tom:



I grew up in Surrey and moved to Norwich in 2005 to study medicine. I started my first hospital job in Oxford in 2011 and this is where I met my wife, Shelley. We moved to Christchurch, New Zealand in 2013 where I worked for an Urgent Care clinic. During this time, I also had the opportunity to provide medical cover for the New Zealand cricket team. We moved back to Buckinghamshire in 2015 so I could complete my GP training. I have been working for Unity Health in Chinnor and Princes Risborough since August 2017, initially as a GP registrar and then as a salaried GP.

I enjoy all aspects of General Practice, especially my role as a clinical tutor for Oxford Medical students. I also enjoy working for Fedbucks as an out of hours GP. Outside of work, I will be hoping for another successful season playing cricket for the mighty Brill CC! Shelley and I now live in Oakley and have a son, Max, who is keeping us busy!

I have enjoyed working for Unity Health in Chinnor and Risborough and feel very fortunate to have been around such a friendly and supportive team. I am thoroughly looking forward to the next challenge of becoming a GP Partner at

General Data Protection Regulations (GDPR)

GDPR came into force in May 2018 and Unity Health has put in place the relevant protocols and processes to protect your privacy. This summary provides the key points:

- Unity Health's guiding principle is that your information is held in the strictest confidence and information sharing is subject to strict agreements on its use.
- Data on you is collected and held only for the purpose of providing safe and effective healthcare.
- Your information may be shared with health and social care partner organisations to audit services and help provide better care. Sharing information outside of these partner organisations will happen only with your consent*

Further information on who our partner organisations are and how your data is used can be found in the Privacy Notice on our website: <https://www.unity-health.co.uk/privacy-notice-protecting-your-confidentiality/>

*** Unless the health and safety of others is at risk, the law requires it or it is required to carry out a statutory function.**

Some friendly reminders...

Our wonderful band of helpful and loyal receptionists have asked that we make all patients aware that at times their hands are tied and the system will not allow them to assist in the request made. For instance:-

- Repeat prescriptions cannot be accepted over the phone
- Test results are only available by phoning at certain times, i.e.
Morning - 10.00am to 1.00pm
Afternoon - 3.00pm to 6.00pm

Remember that if you are registered online with the practice you can access the results yourself without the need to call the surgery!

- Repeat prescriptions, however ordered, must be submitted in a timely fashion in order to allow for both the processing and necessary dispensing. Always remember that extra time is required to process a repeat prescription at Bank Holidays, Christmas and Easter.
- Remember that the on-site dispensary in Brill is closed on a Thursday afternoon and in Long Crendon on a Tuesday afternoon (Wednesday from 13th May).

Surgery Opening Times

BRILL:	Monday, Tuesday, Wednesday & Friday: Thursday:	8.30am - 6.00pm 8.30am - 1.00pm
LONG CRENDON:	Monday, Tuesday, Thursday & Friday: Wednesday * Saturday:	8.30am - 6.00pm 8.30am - 1.00pm 8.30am - 10.30am
THAME:	Monday, Tuesday, Wednesday, Thursday & Friday:	8.30am - 6.00pm
PRINCES RISBOROUGH:	Monday, Tuesday, Thursday & Friday: Wednesday:	8.30am - 6.00pm 8.30am - 1.00pm
CHINNOR:	Monday, Wednesday, Thursday & Friday: Tuesday:	8.30am - 6.00pm 8.30am - 1.00pm

*** Note: this is a change from 13th May 2019. Currently Long Crendon Surgery is closed on a Tuesday afternoon.**

We also open for extended hours appointments at the following times:

BRILL:	Alternate Tuesdays:	6.30pm - 8.00pm
LONG CRENDON:	Saturday: (Also noted above as this is every week)	8.30am - 10.30am
THAME:	Alternate Wednesdays:	6.30pm - 8.00pm
PRINCES RISBOROUGH & CHINNOR:		6.30pm - 8.30pm

This operates on a three-weekly rotation, with one week on a Tuesday at Princes Risborough; the next on a Wednesday at Chinnor; and the final week on a Thursday at Princes Risborough.

Note: consultations during extended hours are only available by prior appointment. There is no ability for patients to 'drop in' and the telephones are not manned at this time.

Training days

In line with other practices in Bucks, all 5 surgeries will be closed for essential staff training one afternoon a month. The upcoming dates are:

Tuesday 30th April
Wednesday 22nd May
Wednesday 19th June
Tuesday 9th July