



Orchard Surgery Patient Newsletter

NEW SERVICE AT ORCHARD SURGERY SCHOOL READINESS HEALTH CHECKS



We are delighted to tell you about a new service available to you and your child when they are 3 1/2 years.

As part of our commitment to the development of children we are now offering a School Readiness Check to children registered at this Surgery.

The aim of the School Readiness Check is to help us identify, with you, if your child needs any additional support to prepare them for starting school.

We can advise you where to get help for your child with communication, socialising, physical exercise, nutrition, dental health and continence.

We will work with your Health Visitor and share this information with your consent to try and give your child the best possible start to beginning school.

The new School Readiness Health Check will be completed as part of the Pre-School Immunisation Appointment.

Please speak to a member of staff if you would like more details.

Special Points of Interests

- **School Readiness Checks**
- **August Bank Holiday Closure**
- **GDPR**
- **Car Parking**
- **Research**
- **Mobile Phones**
- **Hello and Welcome**

August Bank Holiday

Please note the Surgery will close at 6.00pm on Friday 24th August and will re-open at 8.00am on Tuesday 28th August.

Please phone 111 to speak to a GP during this time.



GENERAL DATA PROTECTION REGULATION (GDPR)

GENERAL DATA PROTECTION REGULATION

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data.

The regulation applies from 25 May 2018, and will apply even after the UK leaves the EU.

What GDPR will mean for patients

The GDPR sets out the key principles about processing personal data, for staff or patients;

- ✓ Data must be processed lawfully, fairly and transparently
- ✓ It must be collected for specific, explicit and legitimate purposes
- ✓ It must be limited to what is necessary for the purposes for which it is processed
- ✓ Information must be accurate and kept up to date
- ✓ Data must be held securely
- ✓ It can only be retained for as long as is necessary for the reasons it was collected

There are also stronger rights for patients regarding the information that practices hold about them. These include;

- ✓ Being informed about how their data is used
- ✓ Patients to have access to their own data
- ✓ Patients can ask to have incorrect information changed
- ✓ Restrict how their data is used
- ✓ Move their patient data from one health organisation to another
- ✓ The right to object to their patient information being processed (in certain circumstances)

What is 'patient data'?

Patient *data* is information that relates to a single person, such as his/her diagnosis, name, age, earlier medical history etc.

What is consent?

Consent is permission from a patient – an individual's consent is defined as "*any freely given specific and informed indication of his wishes by which the data subject signifies his agreement to personal data relating to him being processed.*"

The changes in GDPR mean that we must get explicit permission from patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you via text messaging.

Individuals also have the right to withdraw their consent at any time.



CAR PARKING



As you know we have a limited amount of parking available at the Surgery.

This parking is for patients who are attending the Surgery for an appointment at that time or visiting the chemist ONLY.

We are regularly having members of the public parking in our carpark and walking into town/visiting nearby houses.

Please can we ask that people do not do this.

There are several large free public car parks within Dereham for people to use.

Please think of others before abandoning your car in our carpark.

RESEARCH STUDIES

 Orchard Surgery is part of a network of General Practices in the East of England who host medical research on a regular basis. You may be approached by a member of staff at the practice to help participate in a research project.

Please consider the patient information carefully.

This information may be sent to you or given to you by a Doctor or Nurse.

Deciding not to participate in research will not affect your treatment.

The Surgery is currently involved in the following studies:

- IPCAS Study—Improving Primary Care Services After Stroke.

The Surgery has recently contacted registered patients who are aged over 18 years and have a history of Stroke. Patients will be invited to attend the Surgery for a structured review of their post-stroke needs.

- MAPS—Medication Adherence for Patient Support

The Surgery has recently contacted patients who are over 18 years and have a diagnosis of either type 2 diabetes, hypertension or both. The aim of the study is to offer tailored text and voice messaging support to patients who may have poor control. Patients will be seen by the research team in their own homes.

MOBILE PHONE NUMBERS



Under the new GDPR guidelines we need your consent in order to contact you via SMS messaging.

Please ensure we have your up to date phone number along with your consent.

HELLO & WELCOME

Please welcome Andy Vokes to the team.

Andy is an experienced Nurse Practitioner who has previously been here as a locum.

He will be here every Wednesday and Thursday.



ORCHARD SURGERY TEAM

Orchard Surgery

Commercial Road
East Dereham
Norfolk
NR19 1AE
Appointments:
01362 692916
Enquiries:
01362 693029
www.orchardsurgerydereham.co.uk

Useful Contact Information

Out of Hours

Call 999 for life threatening emergencies

Call 111 for all other medical/dental problems

Dental Treatment

If you need help finding an NHS Dentist in your area call PALS on 0800 587 4132

Walk In Centre

Rouen House, Rouen Road, Norwich
Tel: 01603 677550

Open 7.00am—9.00pm seven days a week

Confidential Sexual Health Advice

ICash 1A Oak Street Norwich
Tel: 0300 300 3030

Doctors:

Dr M Senthil Kumar

Dr Janet E August

Dr Jens H Schweigart

Dr Andrew Cheesbrough

Dr Sabeena Foster

Dr Vanaja Santosh

Dr Mary Dun

Management Team:

Richard Hall Practice Manager

Dawn Boyce Clinical & Systems Manager

Claire Warman Deputy Practice Manager

Janine Burt Reception Supervisor

Nurse Team:

Fiona Lambert Lead Nurse

John Butcher Nurse Practitioner

Andy Vokes Nurse Practitioner

Amie Thrower Practice Nurse

Lucy Hyland Practice Nurse

Debbie Laws Lead Health Care Assistant

Becky Walker Health Care Assistant

Tracy Parker Health Care Assistant

Jacqui Brown Health Care Assistant

Editor:

Claire Warman

Deputy Practice Manager

Please email any comments or any ideas for future issues to claire.warman@nhs.net