



# the elms medical centre

SUMMER 2018

*We provide the best quality care in an excellent environment supported by effective patient-centered systems*

## General Data Protection Regulation (GDPR)

On The 25th May 2018 all organisations holding data are required to comply with a new European Law known as GDPR.

This means that we need to inform you about how we hold and store any data we have about you.

### **Park Road Group Practice Privacy Notice**

Your data, privacy and the Law. How we use your medical records

- This practice handles medical records according to the laws on data protection and confidentiality.
- We share medical records with health professionals who are involved in providing you with care and treatment. This is on a need to know basis and event by event.
- Some of your data is automatically copied to the Shared Care Summary Record
- We may share some of your data with out of hours / urgent or emergency care service
- Data about you is used to manage national screening campaigns such as Flu, Cervical cytology and Diabetes prevention.
- Data about you, usually de-identified, is used to manage the NHS and make payments.
- We share information when the law requires us to do, for instance when we are inspected or reporting certain illnesses or safeguarding vulnerable people.

Your data is used to check the quality of care provided by the NHS.

We may also share medical records for medical research



**70**  
**YEARS**  
**OF THE NHS**  
**1948 - 2018**

The National Health Service is turning 70 on 5 July 2018. It's the perfect opportunity to celebrate the achievements of one of the nation's most loved institutions, to appreciate the vital role the service plays in our lives, and to recognise and thank the extraordinary NHS staff – the everyday heroes – who are there to guide, support and care for us, day in, day out. There to guide, support and care for us, day in, day out.

Over the last 70 years, the NHS has transformed the health and wellbeing of the nation and become the envy of the world. We will look at the radical thinking that led to the creation of the NHS and its founding principle of free high quality health care for all, how it's evolved to meet our changing needs and the innovations we can look forward to over the next 70 years

**We are all proud of our NHS.**

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## Direct Patient Ordering (DPO)

What is changing?

From 25th July 2018 onwards patients will need to order their repeat prescription directly via the practice rather than via their community pharmacist.

Why is this happening?

The new system addresses some very real medicines safety issues, whilst also safeguarding precious NHS funds. The issue of medicine waste is a national issue, with over £300million a year spent on used and unnecessary medicines. Approximately £2million of this is waste in Liverpool.

Are there any exemptions?

Anyone who currently needs medication in blister packs, patients who order stoma products and appliances and vulnerable patient groups. E.g. This includes patients with a dementia diagnosis.

How can I order my prescription?

**Online:** You can order via the Patient Access website or app. *Further details go to <https://patient.info/accessapp>*

**In Person:** You can complete your request slip in the practice or return the white side of the prescription ticking the relevant boxes—please only order what you need.

I order some of your prescription items from a dispensing applicants contractor e.g. colostomy products, catheters etc. Will the current process change?

Patients who require urology appliances should now order through the Liverpool Urology Appliance Management Service (LUAMS). More information can be found at [www.luams.org](http://www.luams.org)

I'm unable to manage the change/ will struggle to get my medication

Is there a family member or a carer who can order on your behalf using online services?

Is there a family member who can pick up the right hand side and drop off at the GP for you?

Is there someone who bring you groceries, that can help you?

What doesn't change?

If your local pharmacist picks up your prescription for the surgery or if you prescription is set up to be sent electronically. There is no change to the pharmacy delivering service.

*For more information and a full Q& A list please ask at reception or see our website.*

## The Elms staff update

Please welcome to our team Lindsey, full time reception supervisor working along side Will .

Jessica has started as a Business Admin apprentice, working in reception.

Danielle is now PA to our Management Partner , Adrienne Taylor.

We have a new GP Dr Parker starting work here late Summer.



## Patient Participation Group Meeting at 10am on 4th July 2018

Join us to get involved with the practice decision making process to help improve service levels. Tea and coffee will be provided.