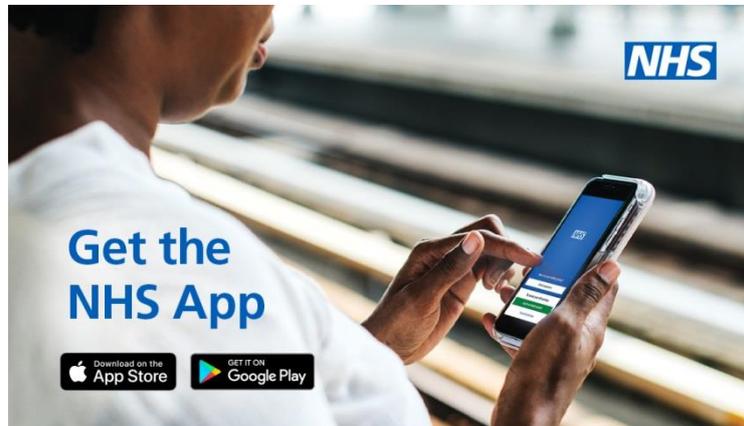


# WOODCOCK ROAD SURGERY

## NEWSLETTER

### APRIL 2019

Dr Ling, Dr MacNab, Dr Blenk & Dr Shinn



## COMING SOON TO WOODCOCK ROAD SURGERY!

### 'Try the new NHS App

If you're a patient at our practice you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, and view your GP medical record and more.

If you already use Woodcock Road surgery's online service you can continue to use it. You can use the NHS App as well.

For more information go to [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)

### Benefits to patients

Patients like the NHS App because:

- they get 24-hour access from anywhere
- they don't waste time trying to get through on the phone
- they have more control over when they book appointments
- they can cancel more easily if they need to
- they can order their repeat prescriptions easily
- NHS login means in most cases they don't have to come into the practice to get access
- when they do still call rather than using the app, phone lines and reception staff are more likely to be free
- they have access to information about their medications, conditions and treatments wherever they are.



### **Easter Bank Holiday surgery opening hours:**

**Friday 19<sup>th</sup> April – Closed**

**Monday 22<sup>nd</sup> April – Closed**

## **Out-of-hours medicines**

**If you run out of medicine outside of your GP practice's normal opening hours and need some urgently, there are a few ways to get an emergency supply quickly, even if you're away from home.**

### **If you have a prescription**

If you already have a prescription and urgently need the medicine, try the following steps:

- If your local pharmacy is closed, you should be able to get your medicine from any pharmacy as long as they have your medication in stock. Use the [NHS pharmacy service search](#) to find other nearby pharmacies and their opening hours – some are open until midnight or even later, even on public holidays. By clicking on "narrow your search", you can select different opening times, such as early, late or weekend opening.
- If you'd like to speak to someone first, call [NHS 111](#) free of charge by dialling 111 on your mobile or landline. The person you speak to will be able to look up an out-of-hours pharmacy or another NHS service in your area.
- You can also use the [NHS walk-in centre service search](#) to find your nearest walk-in centre. These can sometimes dispense medicines after a consultation.
- For very urgent cases, you could try calling your GP practice. They should have details of their out-of-hours service recorded on their answering machine. This is the service your GP runs outside their usual opening hours and on public holidays, and shouldn't be used routinely. You can use the [NHS GP service finder](#) to find your GP surgery's phone number.

- If it's a real emergency and you've tried all of the above unsuccessfully, use the service search to [find your nearest accident and emergency \(A&E\) unit](#).

## If you don't have a prescription

If you run out of prescription medicine and don't have a prescription with you, you should be able to get an emergency supply from a pharmacy without a prescription.

It's a good idea to take an old prescription or the medicine's packaging with you, if you have it.

### Pharmacies

You'll be interviewed by the pharmacist to find out:

- if you need the medicine immediately
- who previously prescribed the medicine (to make sure they're a trusted source)
- what dose of the medicine would be appropriate for you to take

The pharmacist will need to know the answers to all of these questions before they can supply a prescription-only medicine without a prescription in an emergency.

If the pharmacist isn't satisfied that the medicine and dose is appropriate for you, they may not supply the medicine.

You may need to pay for this service and your medicine, even if you don't normally, because they're being provided without a prescription. This may vary between pharmacies.

[Find a local pharmacy](#), including its opening hours.

### GPs and walk-in centres

If you run out of medicine while you're away from home, you may be able to have a consultation with a [local GP](#) and get a prescription for a limited supply of medicines. You'd then need to find a pharmacy that's open.

Or, you could go to an [NHS walk-in centre](#). They may be able to organise a GP consultation.

In some cases, they can give you medicine after you've seen a nurse.

Some walk-in centres are open from early morning to late evening seven days a week, 365 days a year.

[Find a walk-in centre near you](#).

## If you don't need a prescription

If you need a non-prescription medicine, such as paracetamol or an antacid, and you can't find an open pharmacy, the following places may stock a basic range of over-the-counter medicines:

- supermarkets
- newsagents
- petrol stations

They also often have longer opening hours than high-street pharmacies.

On World Parkinson's Day, 11 April 2019, Parkinson's UK is launching an attention-grabbing marketing campaign to show the reality of life with Parkinson's. Together we can make more people sit up and listen. Visit <https://www.parkinsons.org.uk/get-involved/parkinsons-is> to get involved.



**Stress Awareness Month** takes place every April and has since it first launched in 1992. Throughout this period of time, teams of experts aim to increase public awareness about stress. This includes highlighting the causes of stress, the negative effects stress can have on the mind and body, and how to relieve stress.

Most people will experience stress at some point in their life, but constant or extreme stress is bad for both the mind and body. Stress can be caused by a sudden traumatic event or even just the expectations of daily life.

There are many ways to minimize stress such as maintaining a healthy lifestyle, talking about your feelings, and dedicating time to relaxing. If you are suffering from stress, you can find help and resources on the internet, or you can seek advice from a healthcare professional.

# Stress Awareness Month

**STOP**      **Relax Daily**      **Let Go of the "Shoulds"**      **Get Some ZZZs**      **Seek out Support**



## Knowing the symptoms of bowel cancer could save your life



Bleeding from your bottom  
and/or blood in your poo



A persistent and unexplained  
change in bowel habit



Unexplained weight loss



Extreme tiredness for  
no obvious reason



A pain or lump in your tummy

If you have any concerns or if things just  
don't feel right, go and see your doctor.

[bowelcanceruk.org.uk](http://bowelcanceruk.org.uk)  @bowelcanceruk  /bowelcanceruk

Registered charity number 1071038 (England & Wales) and SC040914 (Scotland).



**April is Bowel Cancer Awareness Month, a fantastic annual opportunity to raise awareness of bowel cancer and funds to support our work.**

Young, old, female or male – it affects us all. This Bowel Cancer Awareness Month we're shining a light on the varied and many people affected by bowel cancer. But it doesn't just impact the person diagnosed. It affects families, friends and colleagues, doctors and nurses, scientists and researchers.

That's millions of people right across the UK. We need more people affected by bowel cancer to come together and take action to create real hope, now and for the future.

## INTERPRETING AND TRANSLATION SERVICES



### **New contract from April 2019 for GP and dental practices Briefing note for Patient Groups in Cambridgeshire & Peterborough and Suffolk**

This note is to inform patient groups in East Anglia about NHS England's plans to secure a new contract for interpreting and translation services for GP and dental practices commencing in April 2019.

We have been asked to undertake this work on behalf of all of the clinical commissioning groups (CCGs) in East Anglia (Cambridgeshire & Peterborough, Norfolk and Suffolk).

There are a number of suppliers for face to face, telephone and British Sign Language (BSL) interpreting and for written translation services across the East of England.

#### **NHS ENGLAND GUIDANCE**

NHS England has recently published updated national guidance for high quality interpreting and translation services having consulted with patients and key stakeholders through focus groups.

<https://www.england.nhs.uk/commissioning/primary-care/primary-care-comm/interpreting/>

The guidance states that interpretation and translation should be provided free at the point of delivery for patients and be of a high quality, accessible and responsive to a patient's linguistic and cultural identity. Patients must not be asked to pay for interpreting services.

The Accessible Information Standard (2016) aims to ensure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support, so they can communicate effectively with services. Examples of the types of support that might be required include large print, braille or using a British Sign Language (BSL) interpreter.

<https://www.england.nhs.uk/ourwork/accessibleinfo/>

All organisations that provide NHS care or adult social care are required to follow the new standard, including NHS Trusts, Foundation Trusts, and primary care practices. As part of the Accessible Information Standard, these organisations must do five things:

- Ask people if they have any information or communication needs, and find out how to meet their needs.
- Record those needs clearly.
- Highlight or 'flag' the person's file or notes so it is clear that they have information or communication needs and how those needs should be met.
- Share information about people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.
- Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it.

#### **SECURING A NEW CONTRACT**

It has been agreed by the CCGs and NHS England to secure a new contract for interpreting and translation services on an East Anglia-wide basis for both NHS medical and dental practices and patients to access.

Access to telephone and BSL interpreting services will continue to be available to patients. Written translations of medical records will be available when needed. Face to face language interpreting services are available following prior approval by the commissioner, and this will continue to be the case.

It is important that there is a fair, equitable and consistent approach for patients living in East Anglia who may need to access face to face interpreting services.

We will therefore be collating information about why practices and patients request face to face services to help us understand why and when face to face services are used. This will help us to redesign access to interpreting services based on this feedback.

There will be an opportunity to explore the use of technology being developed to support provision of these services to patients and practices. Options may also include switching to a greater use of telephone services. Training will be available to GP and dental practices to help them understand how to get the best out of using telephone services and other alternative solutions.

We recognise that there are always circumstances when face to face language interpreting services will continue to be necessary and important in managing a patient's individual care.

### **RECEIVING FEEDBACK AND KEEPING YOU INFORMED**

We are keen to receive feedback from patients who use these services to help us work with the new supplier(s), to ensure interpreting and translation services provided in the future are efficient, effective and of good quality.

We plan to keep people informed as the procurement progresses. If you have any questions, please get in touch at: [england.gpeast@nhs.net](mailto:england.gpeast@nhs.net)



## **IMPORTANT NOTICE**

### **Changes to prescribing of Gabapentin and Pregabalin**

From 1<sup>st</sup> April 2019 Gabapentin and Pregabalin become schedule 3 controlled drugs.

Good practice requires that repeat prescriptions for this class of drug is now limited to a 1 month supply. If your prescription for Gabapentin or Pregabalin is currently for more than a 1 month supply then the quantity prescribed will be reduced.

We are able to send prescriptions for controlled drugs via the Electronic Prescription service to your nominated Pharmacy. If you are not registered for this service, please speak with the Patient services Co-ordinators at the reception desk and they will help get this organised for you.

# NHS prescription charges from April 2019

Regulations have been laid before Parliament to increase certain National Health Service charges in England from 1 April 2019.

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, we have increased the prescription charge by 20 pence from £8.80 to £9 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 we have frozen the cost of the prescription prepayment certificates (PPC) 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 2019 to 2020 can be found below.

## **Prescription charges**

- Single charge: £9
- 3-month PPC (no change): £29.10
- 12-month PPC (no change): £104

## **Wigs and fabric supports**

- Surgical bra: £29.50
- Abdominal or spinal support: £44.55
- Stock modacrylic wig: £72.80
- Partial human hair wig: £192.85
- Full bespoke human hair wig: £282