

MANOR SURGERY

NEWSLETTER

Spring 18

Edition 33

HELLOS AND GOODBYES

We have a new team member, our first Paramedic, Rachael Thomas, who is developing her role further to become an Advanced Healthcare Professional by attending many, many courses at Plymouth University.

NEW eConsult SERVICE ON OUR WEBSITE

Our updated website has the same address – www.manorsurgery.co.uk and has lots of useful information about our clinics, opening times, treatment of common ailments etc. It also allows access for adult patients to The Waiting Room 2, which enables patients who have requested a TWR2 account to securely book appointments, order repeat prescriptions and view their allergies.

eConsult Coming 21-05-18

We are excited to announce that we are launching eConsult for our patients. The service is accessible via the practice website and will enable patients to access safe and efficient advice for their health conditions as well as consult with their GP from the convenience of their own home.

****Please note this is not for repeat prescriptions requests (please use The Waiting Room)****

WE RECORD ALL TELEPHONE CALLS

We hope you like our new telephone system and hold music. Reminder – we record all telephone calls with you in order to check any instruction given to us, for training purposes, for crime prevention and to improve the quality of our services.

MOBILE PHONES

An appointment text reminder service is available for all our patients over the age of eighteen. We may also use this system or email to invite you for appropriate routine health checks here at the practice. **If you wish to opt out of receiving texts, or emails from the practice let our receptionists know and we will update our system.**

Manor Surgery and GDPR

Manor Surgery holds personal information about our patients in the form of their medical records, both on computer and some hard copies. This is to help our team look after your health needs and may also be used to protect the health of the public and help manage the NHS as a whole - information may be used for clinical audit to monitor the quality of the service we provide. Information used for statistical purposes will be held so that individual patients cannot be identified.

Our Data Controller is Manor Surgery. We are committed to protecting your privacy and every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential. We will only use information collected in a lawful way. 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. We may also have to share your information, subject to strict agreements on how it will be used, with our partner organisations such as Social Services or the District Nurses.

You have the right to request access to view or obtain copies of the information the surgery holds about you and to have it amended if it is factually inaccurate. Your request must be in writing and we have one month to respond. If you want to see information from another provider, such as the hospital, you should write to them directly. Should you have any concerns about how your information is managed at the practice, please contact the Practice Manager. If you are still unhappy following a review by the data controller, you can then complain to the Information Commissioners Office (ICO) via their website (www.ico.gov.uk).

Our full Privacy Notice is displayed in our waiting room. Please ask at reception or visit our website www.manorsurgery.co.uk