

Have your say, join our PPG today

Would you like to help improve your GP practice services?



Patient Participation Group (PPG)

The practice wishes to establish a group of patients who are willing to contribute some of their time to the development of the practice and its health services.

We are especially keen to make sure that the group is fully representative of our patients and therefore invite anyone with an interest to enquire about joining.

If you are interested, please complete an application form (available from reception or from our practice website – www.portstewartfamilypractice.co.uk) and return, F.A.O. Mr Conor Harley, Practice Manager, by 5pm on 17th August 2018.

We anticipate that the group will meet around three times a year, but arrangements will also be made for members of the group who are not able to attend in person, but feel they would like to contribute.

The first meeting of the group will take place in Portstewart Town Hall (Minor Hall) on Thursday 30th August at 2pm.

PPGs can play a number of roles, including:

- Advising the practice on the patient perspective
- Organising health promotion events
- Communicating with the wider patient body
- Running volunteer services and support groups to meet local need
- Carrying out research into the views of those who use the practice.
- Influencing the practice or the wider NHS to improve commissioning
- Fundraising to improve the services provided by the practice.

The group will not be a vehicle for clinical complaints.

Please download a copy of our Terms of reference for further information about the purpose of the group and how can you contribute.

NEW RULES FOR FAXING PRESCRIPTIONS

Since the implementation of GDPR on 25th May 2018, we are no longer able to routinely fax prescriptions. This is due to potential breach of patient confidentiality. If the patient's selected pharmacy is willing to accept prescriptions via email, then we are happy to scan and email the prescription(s).

PARACETAMOL AND IBUPROFEN

Do you really need a prescription for over-the-counter medicines like paracetamol and ibuprofen? In NI we spend more than £8 million every year on medicines which can easily be bought in local pharmacies and other retail outlets. Cost of a box of paracetamol is approximately 50p; cost of the health service for a box of paracetamol from your GP on prescription is £35.00

This could fund:

- 2500 more hip replacement operations
- 500 more treatments for breast cancer
- 250 more community nurses

When required for short-term minor illnesses, it is better for the health service if you buy these medicines without a prescription. Talk to your local pharmacist if you need some advice. You don't need an appointment.

PLEASE HELP US TO MAKE THE BEST USE OF OUR HEALTH SERVICE

NEW CAR PARK MANAGEMENT SYSTEM

Coming soon to Portstewart Family Practice. Patients are advised to look out for the new car park arrangements at the practice. This will arrive over the next few months. Patients will be provided with more information in due course.



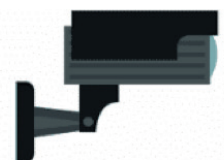
More Space

Free up parking spaces by tracking and fining unauthorised use.



More Time

Stop wasting staff resource on patrols, complaints and appeals.



Happier Patients

Newsletter sponsored by:

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 GDPR?

GDPR stands for General Data Protection Regulations and is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data
- The Information Commissioner's Office must be notified within 72 hours of a data breach
- Higher fines for data breaches – up to 20 million euros

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 or record certain information about you for your clinical records.

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

HOW WE USE YOUR MEDICAL RECORDS – IMPORTANT INFORMATION FOR PATIENTS

- This practice handles medical records in line with laws on data protection and confidentiality
- We share medical records with those who are involved in providing you with care and treatment
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe
- You have the right to be given a copy of your medical record
- You have the right to object to your medical records being shared with those who provide you with care
- You have the right to object to your information being used for medical research and to plan health services
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the website or speak to a member of staff for more information on your rights

FAIR PROCESSING NOTICE FOR PATIENTS

Your Information, Your Rights

Our Fair Processing Notice explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care system.

The notice reflects:

What information we collect about you;

- How and why we use that information;
- How we retain your information and keep it secure;
- Who we share your information with and why we do this.

The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not been used appropriately.