

The Wycliffe Medical Practice News

Autumn 2016

Flu Clinics

Flu Clinics are now taking place at the Practice - if you were born on or before 31 March 1952 you are automatically entitled to a free flu jab at your GP Practice. Also if you care for anyone who is elderly, frail or disabled who could not manage without your help, you can have a free flu jab regardless of your age.

Patients of any age who have heart, lung, kidney disease, diabetes or who have had a stroke can have a flu jab. Also patients with Asthma who require an inhaled steroid treatment, or have had a hospital admission due to asthma in the past can have a flu jab. Additionally, all pregnant ladies are eligible for a flu jab.

If you do have a long term health condition and think you may be eligible for a free NHS flu jab, please ask our Reception Team.

The earlier in the season you have your jab, the better protected you will be.

PLEASE BOOK NOW

THANK YOU

**To the Feilding Palmer Hospital League of Friends
who very kindly supplied the funds to enable us to
replace our patient check in screen**

**This equipment makes it easy for patients to check in when they arrive
for an appointment and enables our Reception Team to have more
time to help with queries and to your book future appointments**

Fees for Non NHS Services

Sometimes patients ask our doctors to undertake work which is not covered by NHS funding and for this we must make a charge that reflects the amount of work involved.

We have recently reviewed our charges for the first time in three years and the new rates will apply from 1 October 2016. We thought you may find it useful to see a list of these charges.

Access to Records	Access to computerised /manual records	Up to £50.00
Child Minder	Ofsted Health Declaration Form (This may be paid by you or your employer and you will need to confirm this before we can agree to complete the form)	£87.50
Employment	Sick note - Private	£20.00
Hepatitis for Occupational Purposes	Full Course - please ask for details	£125.00
Insurance	Validation of Private Medical Insurance claim form eg for BUPA/PPP/WPA	£30.00
Medicals	Driving Licence Medical (HGV/LGV/PSV) Insurance Medical s Other Medicals	£110.00 £104.00 £60.00-£170.00
Medical Reports	On Pro Forma with no exam Full report for insurance purposes	£80.00 £104.00
Miscellaneous Forms	Dependent on information required e.g. Weight Loss Organisations Fitness Form	£20.00 - £50.00 £25.00
Road Traffic Accident	Examination following a road traffic accident (per person)	£20.00
Statement of Fact Letter	According to details - price on application e.g. Simple statement of fact or "To whom it may concern" letter	£20.00
Travel	Holiday Cancellation Claim Form Private Prescription for Travel Abroad	£25.00 £15.00
Visitors from abroad	Non NHS Consultation	£50.00

Childrens Heart Surgery at Glenfield Hospital

You may have heard about plans by NHS England to cease commissioning of children's heart surgery at the Glenfield Hospital. If you do not agree with this plan you have the opportunity to show your support for the service by signing the Government petition – <https://petition.parliament.uk/petitions/160455>

LUTTERWORTH SHARE AND CARE GROUP

We are very pleased to be involved with the Lutterworth Share and Care Group which is providing a fabulous range of activities, companionship and support for dementia sufferers and their carers.

The group meet in the Community Room here at the Medical Centre each Monday between 10am and 12 noon. There are also other activities such as coffee mornings at different venues in the town on Wednesdays and Fridays.

If you are interested you can come along to a Monday session or call Sarah on 0774 141 7243 or Jackie on 07748 647 192. Alternatively you can ask our Reception Team to pass on your details

Do you want to reduce your risk of getting Type 2 Diabetes?

We are pleased to announce that a special programme will be starting in the Lutterworth area to help and support patients who are at risk of developing diabetes and to work with them to reduce this risk.

Please discuss with your doctor or nurse at your next appointment or visit www.stopdiabetes.co.uk for more information.

Changes to Prescription Ordering

The NHS across Leicestershire is committed to reducing wastage of prescription medication.

From October this year East Leicestershire and Rutland Clinical Commissioning Group have asked all GP Practices to insist that their patients order their repeat medication directly from the Practice rather than from their local pharmacy.

The CCG is concerned that if Pharmacies order automatically for their clients items may be requested which are no longer required, or in larger quantities than are actually being used, which could lead to wastage.

If you have a nominated pharmacy, we will still send the prescription to them to ensure it is convenient for you to collect and there should be no change to our standard 48 hour timescales. You can request your repeat medication up to 2 weeks before it is due so that you have it in time.

To make it as straightforward as possible we have a variety of ways to order:

Click and Collect – order online through our website

In order to access the online repeat prescription request facility you will need to bring your photo ID, either Passport or Driving Licence, into the surgery so we can issue you with your login details; this is to protect the security of your medical record.

Once you do have online access this method is quick and easy to use and ideal for busy people as you can order from anywhere at any time of the day or night!

Call our special Voicemail Box - You can call our 24 hour voicemail on 01455 200 793. Please leave your name and date of birth, prescription items required, your contact number and the pharmacy you would like us to send your prescription to. Please **DO NOT** use our usual surgery number to request repeat medication.

Come to the Practice and order in person

Bring your request to the surgery on Monday - Friday 8.30am - 6.00pm.

There is a post box in the waiting room. If you need post your request when the surgery is closed there is also a post box in the wall to the left of the main surgery entrance next to the fence.

Whichever method you use, you must allow 48 hours (two working days) for your prescription to be processed. Please note that whilst prescriptions are sent to pharmacies within 48 hours, your pharmacist may need extra time to prepare your medication.

In the event of requesting medication which is not on your repeat medication or if you are overdue a medication review, it may take longer than 48 hours as a doctor will have to review the request.

Mental Health Services in Leicestershire - your chance to share your views

Proposals which aim to give people across Leicester, Leicestershire and Rutland equal access to high quality mental health services are being put forward for consultation.

Views are being sought on the proposals which will see the creation of local mental health hubs where people could get advice on a range of council and health services, as well as support with mental health issues.

The services could be based in buildings that are already well-used by local people. They would be jointly funded by the city, county and Rutland councils, and the three local Clinical Commissioning Group (CCGs) – Leicester City CCG, West Leicestershire CCG and East Leicestershire and Rutland CCG.

The consultation will run until December 4, 2016. People can read more about the proposals and share their views online at:

<https://consultations.leicester.gov.uk/communications/mental-health-support-services> and more information can also be found on our website: <https://eastleicestershireandrutlandccg.nhs.uk/2016/10/06/views-sought-on-new-mental-health-hubs/>.

General comments and enquiries about this consultation, and requests for paper copies of the questionnaire can be made by calling 0116 305 0232 or emailing ascengage@leics.gov.uk.

Chaperones

The practice is committed to providing a safe and comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance. To help achieve this we provide chaperones.

A chaperone's main role is to provide reassurance and emotional support for a patient undergoing a procedure they may find embarrassing or uncomfortable such as intimate examinations or where the doctor needs to get very close.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

Doctors hope that a chaperone can reassure the patient if they find the examination uncomfortable or embarrassing. Having a chaperone present is also reassuring for the doctor as they can provide independent evidence if the patient has any cause for complaint.

Our chaperones all receive specialist training before they are authorised to undertake these duties. They may be a member of our Nursing team or a specially selected member of our Administrative or Reception Staff.

On occasion, doctors may feel it appropriate to have a chaperone present even though the patient has not requested this service.

Patients have the right to refuse to have a chaperone present, or to decline a particular chaperone, for example if they know the member of staff on a personal basis.

If a patient declines a chaperone, the clinician may feel it inappropriate to undertake the planned examination, but if this occurs, we can rearrange the appointment with an alternative member of our team at another date.

If you would like a chaperone to be present during your consultation please ask in advance at Reception, or ask your doctor or nurse at any stage during your consultation.