Mitcheldean Surgery Newsletter

May 2018

Inside This Issue

1 Surgery Opening Times

1 New Data Protection Regulations – Keep receiving your appointment reminders

2 Are your contact details up to date?

2 Are you online? We are.

2 Flu Clinics 2018

New Data Protection Regulations

What you need to do to keep receiving appointment reminders

Surgery Closure

PLEASE NOTE: We will be closed from 12.30 pm on Tuesday 22nd May 2018. If you need **urgent** assistance when we are closed please call the usual Surgery telephone number – 01594 542270 - and your call will be transferred to the Out of Hours Service.

New Data Protection Regulations (GDPR) and what you need to do

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 information. The regulation comes into force on the 25th May 2018, and will apply even after the UK leaves the EU.

As a Practice we have to abide by a set of key principles for processing and holding personal information for both patients and our staff. For further information on how this might affect you, you can visit our website for further information or pick up a leaflet at Reception.

One of the most important changes is that in order for us to send you text message reminders for your appointments, or other healthcare information such as dates for the flu clinics via text or e-mail, we now need your consent to do this. We will shortly be running a campaign via text and e-mail asking patients to confirm they are happy for us to contact them in this way. When you receive your message, please reply and confirm your consent preferences. You can also update your consent preferences via SystmOnline, collect a Consent Form from Reception or download this form from our Website, www.mitcheldeansurgery.co.uk

PLEASE NOTE: On the 25th May 2018 we will be switching our Clinical Systems to "explicit consent". If you do not confirm your consent choices, once the new regulations come into force we will not be able to send you text reminders for your appointments or any other healthcare information.

Even if you have given us your preferences previously, please take a moment to re-confirm these.

Thank you.

Contact Us

Tel: 01594 542270

Option 1 to cancel an appointment
Option 2 for Reception
Option 3 for Dispensary
Option 4 for the Medical Secretaries

Gayle Sykes, Practice Manager
Tel: 01594 545320

General Fax: 01594 544897
Dispensary Fax: 01594 545325

Mitcheldean Surgery
Brook Street, Mitcheldean
Gloucestershire, GL17 0AU

Website

www.mitcheldeansurgery.co.uk

If you have any comments regarding the Surgery, please send these to us via the Contact Us page of our website, or contact Gayle Sykes, Practice Manager, on 01594 545320.

Are your Contact Details up to date?

Have you changed your address or telephone number recently?

If yes, please let us know

Are your Contact Details up to date?

In line with the new Data Protection Regulations as outlined on Page 1, when you are letting us know about your consent preferences this would be a really good time to check we have the correct contact information on your record. We frequently find we are unable to contact patients to speak to them about test results or other healthcare issues as their contact information is out of date. This not only causes a delay in you getting the treatment you need, but is also very frustrating and time consuming for us.

If you have changed any of your contact information recently – home or mobile telephone number, home address or e-mail address – please let us know as soon as you can. Just ask for a change of address form at Reception, or download one from our website – www.mitcheldeansurgery.co.uk.

Even if you haven't changed any of your details recently, there is no harm in filling the form in, so we can double check everything is correct for you.

Are you online? We Are!

Are you online? We are!

Did you know you can book your GP appointment online from the comfort of your sofa?

Did you know you can book your blood test or INR check appointment online?

Did you know you can order your routine repeat medication online?

Did you know you can access your test results and vaccination history online if you have requested detailed coded record access?

Sign up for SystmOnline. You can pick up a form from Reception or download one from our website. Simply fill this in and return it with a photo ID proof and we will get you signed up.

If you have any queries about online access then please do not hesitate to contact the Surgery.

Flu Clinics 2018

Put the dates

in your diary

Flu Clinics 2018

We have now booked our 2018 Flu Clinic dates. These will be held on

- **Saturday 6th October 2018**

  Will be held at the Mitcheldean Community Centre

- **Saturday 13th October 2018**

  Will be held at Huntley Village Hall

These Clinics are for all patients aged 65 or over, or who fall into one of the at risk groups. Clinics will run from 9.30 am to 12.30 pm, and no appointment is necessary.

Please note we are unable to offer any vaccinations here in Surgery until after both Flu Clinics have been held.

Further information will be available both in Surgery and on our website – www.mitcheldeansurgery.co.uk – nearer the time.

Improved Access Appointments

Available evenings and on a Saturday morning at one Surgery across the Forest

Ask at Reception to book