**PPG PRACTICE UPDATE – THE VALLEYS MEDICAL PARTNERSHIP**

**February 2020**

**STAFF UPDATE**

* Moss Valley
  + Dr Catherine Bell returned from maternity leave on 10th February 2020
  + Dr Eddie Brooks has joined the practice on a permanent basis and has replaced 2 of the 3 sessions previously covered by Dr Nathalie Rebora. Dr Tom Martin will increase his hours to cover the remaining session.
  + Dr Rachel Handscombe will be taking a 6 month break from General Practice from April 2020. Her sessions will be covered by Dr Eddie Brooks until she returns in October 2020.
  + Laura McHardy (HCA) has left the practice and we are currently recruiting a replacement.
* Gosforth Valley
  + Megan Jenkinson (Receptionist) will be leaving the practice at the end of February and we are currently recruiting a replacement.
* Both sites
  + Bernie Highfield, Practice Business Manager, started with the business on 2nd January 2020 and will be working alongside Stuart Tilley until he leaves the practice on 31st March 2020.

**GP REGISTRARS & F2 DOCTORS**

* Moss Valley
  + Dr Lisa Ogbuagu (3rd year GP Registrar) – Aug 2019 to July 2020.
  + Dr Femi Odedele (3rd year GP Registrar) – Dec 2019 to Jan 2021.
  + Dr Olatunji Olalere (2nd year GP Registrar) – Dec 2019 to Mar 2020.
  + Dr Walaa Saeed (1st year GP Registrar) – Dec 2019 to Mar 2020.
* Gosforth Valley
  + Dr Claudia Simian (1st Year GP Registrar) – Feb 2020 to Mar 2020.
  + Dr Ksenia Hellberg (2nd year GP Registrar) – Dec 2019 to Mar 2020.
  + Dr Tess Hardwick (1st year GP Registrar) – Dec 2019 to Mar 2020.
  + Dr Susannah Fox (1st year GP Registrar) – Aug 2019 to Mar 2020.

**ONLINE CONSULTATIONS**

We have to provide this service as part of our GP contract from April 2020. We have produced an article (below) for the practice newsletter, which will be released in March.

**What is an online consultation?**

We will be using an online consultation platform called eConsult. Patients use their own computer, smart phone or tablet to access the platform from a link on our website. The platform gathers a structured medical history from the patient, which can be reviewed by the patient’s own practice.

**How do I access online consultations?**

You can access the system from the home page of our website. A username or password is not required.

<https://www.thevalleysmedicalpartnership.nhs.uk/>

**What can I use online consultations for?**

You can request advice about a medical problem.

You can submit administration requests, such as requests for sick notes or confirmation of test results.

**When will I get an answer to my enquiry?**

We will respond to your enquiry by the end of the following working day. For example, if you submit your request on Monday, you will receive a response by 6:30pm on Tuesday at the latest.

**What if my enquiry is about an issue that is medically more urgent?**

The software used by our online consultation facility will ask specific questions that are applicable to the symptoms you describe. If, at any time, you give a response that indicates a more urgent problem, the system will prompt you to telephone the practice (or call 999 if it is an emergency). If the system prompts you to telephone the practice, we will arrange for a doctor to call you back the same day.

**How will I receive a response?**

You may receive a response by email or by telephone from the practice. This will depend on the outcome of the online consultation and what further actions are required.

**FULL ONLINE ACCESS TO MEDICAL RECORDS**

The 2019 GP contract commits GP Practices to make available online access to their full medical record for all patients from April 2020. We have produced the following information, which will be included in the March 2020 practice newsletter.

**What can I expect to see?**

Once you have online access to your medical record, you’ll be able to see information from that date onwards. This includes information about your medication, allergies, vaccinations, previous illnesses and test results, hospital discharge summaries, appointment letters, consultations and referral letters.

**Are there any safeguards?**

Patient access to any element of their record is subject to appropriate safeguards. These are designed to ensure that access to records :-

* does not cause harm to the patient
* that legal confidentiality obligations for the non-disclosure of third-party information are adhered to

**Can I nominate someone else to have access to my medical record?**

You can access your GP records, and nominate someone you trust to access them, through GP online services.

**What else does online access allow me to do?**

Online access isn’t limited to the full medical record. Access to your full medical record compliments the existing online access functionalities allowing you to:-

* book, check or cancel appointments with a GP
* order repeat prescriptions

**When will I be able to get access to my full online medical record?**

Online access to your full medical record will be available for all patients by April 2020. Further detail will be communicated to patients via the website and posters around the surgery.

**Do I need special software to access my full online record?**

You can access your full online medical record via your existing SystmOnline access or you can utilise the new NHS App.

It is important to note that when you obtain access to your full online medical record, historical access to your detailed coded record will no longer be available (if you had access to your detailed coded record).

**How do I obtain the NHS App**

The NHS App is available on Google Play and Apple app stores.

Use the link below to hear about Marilyn’s story about online access to medical records

<https://www.youtube.com/watch?v=DFJQYFwVA48&feature=youtu.be>