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## Editorial

Welcome to this Autumn edition of the Boultham Park Medical Practice newsletter which we hope you will find informative and enjoyable. As usual, you are welcome to take a copy home with you although an electronic copy will also be available on the Boultham Park Medical Centre webpage as usual.

We hope you have enjoyed an outstanding summer and took the necessary care with using appropriate protections during what is now officially the hottest summer ever for the United Kingdom – hotter than 1976! (For those of use who remember that year....

I would like to draw your attention to the article about our new **official** Facebook page managed by the PPG which has replaced the unofficial one that was previously available. Well worth a look so check it out.

There is also an article about the new extended opening hours for surgeries within the local area and how this affects you. It is important that you familiarise yourself with this and the requirements that need to be in place if you choose to visit an alternative surgery

Another article outlines a new website and app that have been launched in Lincolnshire to help people find the most appropriate health care service for their medical needs

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## URGENT APPOINTMENT ABUSE

It has become more apparent that patients are requesting urgent appointments for what are non-clinically urgent situations such as 'Sick Notes'.

This has a detrimental effect on the availability of the duty doctor to be available for those who genuinely have a clinically urgent requirement.

Patients are asked to use a 'common sense' approach and, where possible, and use the online appointment system to book non-urgent appointments.

Please remember, it could be one of your family who is deprived of an urgent appointment!



## NATIONAL PATIENT SURVEY – THE RESULTS

The BPMC performed extremely well in the recent survey with many of the results being over 90%. The overall performance of the BPMP was higher than the CCG average. This is a great reflection on the service enjoyed by the patients who attend the BPMC and the PPG thanked them for this.



**Contact details for data protection officers United Lincolnshire Hospitals**

**NHS Trust**

Data Protection Officer  
Information Governance Office  
Lincoln County Hospital  
Greetwell Road  
Lincoln  
LN2 5QY  
[dpo@ulh.nhs.uk](mailto:dpo@ulh.nhs.uk)  
01522 512512

**Lincolnshire Partnership NHS Foundation Trust**

Subject Access Request Team  
Trust Headquarters Unit 9, The Point Lions Way  
Sleaford  
NG34 8GG  
[records@lpft.nhs.uk](mailto:records@lpft.nhs.uk)  
01529 222327

**Lincolnshire Community Health Services NHS Trust**

Access to Information Team  
Unit 14, The Point  
Lions Way  
Sleaford  
NG34 8GG  
E-mail: [LHNT.Subject-Access-Requests@nhs.net](mailto:LHNT.Subject-Access-Requests@nhs.net)

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36 Park Street  
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LN1 1UQ  
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**Boultham Park Medical Practice**

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**Boultham Park Medical Practice**

**Patient Participation Group**

**Newsletter**

**Autumn 2018**



*“From this insight, ICE were able to co-create an intuitive digital app and website that has been designed to support citizens to choose the most appropriate service based on their symptoms. “The qualitative research indicated that citizens had a lack of awareness of available services and people were defaulting to presenting at emergency departments with conditions that could be more appropriately treated elsewhere. Via the app, citizens are prompted to check their symptoms and conditions and are shown the most appropriate service options for their needs. ASAP also provides self-care advice, which will help citizens to confidently make the right choice, at the right time, in the right place.”*



The website can be accessed via [www.asaplincs.nhs.uk](http://www.asaplincs.nhs.uk) while the ASAPLincs app is available on both Apple and Android devices and can be downloaded via your app store.



## Practice Manager Comment

Hello again.

Thank you for picking up a copy of our latest newsletter kindly produced by Colin, your Patient Participation Group (PPG) Secretary.

A lot has happened in the surgery since our last newsletter with some staff comings and goings, events, and changes in what we do. I hope you find this newsletter both interesting and informative.

### Local Property Development

The land behind the surgery is being developed with 10 new bungalows being built. This means that the road at the side of the surgery is no longer just for access to the staff car park. Construction traffic currently needs access to the development and once this is complete the new residents will need full access. While the road has always been double yellow lined, many patients have chosen to ignore this and parked down the side of the surgery. We are asking that this now stops so that access is not blocked.

### Car Parking & Pavements

Hopefully many of you will have observed that the Practice recently had the pavements in the carpark re-laid. Many of the paving slabs had become loose and broken, some of these due to cars being driven on the pavements. Re-laying these slabs was a significant expense needed to ensure pedestrian safety. To try and prevent vehicles damaging the slabs again we have installed a number of bollard, painted a nice bright yellow to make them obvious. Please help us to maintain a pleasant and safe environment by keeping your cars on the road/carpark and avoid driving /parking on the kerbs or pavement. Thank you.

### Online Services

With technology impacting upon our daily lives ever more the NHS, and the Practice, is trying to keep up! Some of us find this more difficult than others and as a Practice we try to be mindful of this as we move with the times.

As many of you will know, we have for some time been contractually obliged to provide an online service that enable our patients to book appointments online, order (most) repeat medication and have access to the coded part of their medical record. For various reasons, including general convenience and ease of access to services, and especially the safety aspects of order medicines, we have been encouraging more people to sign up to online usage; however, we know some people find this easier than others do and we have discussed this with your patient representatives at PPG meetings. From these discussions, the PPG offered to run a teaching session in the surgery for patients who either wanted to learn more about the service or who were struggling with knowing what to do. On Saturday 21 April, during our extended hours Saturday morning clinic, the PPG ran this session which turned out to be a lot more popular than we thought. Eventually we managed to find enough chairs to seat everyone as attendance was much higher than anticipated and the waiting room just kept filling up. We were delighted to see such a variety of people, elderly and the young, the fit and healthy and those with multiple health needs, and particularly the vulnerable. Multiple questions were answered, more were raised and hopefully answered afterwards and a good number of more people signed up for the service as a result of the clarity the training provided. I would just like to say a big thank you to the PPG as a whole, and in particular to Colin, for running such a valuable morning and also to Kelly, our Saturday receptionist, who fielded many many questions admirably.

### **Access your medical record information online**

As stated above, contractually we are required to provide online access to patients coded information; however, as a Practice we have now made the decision to go beyond this and provide patients with full access to their own medical records, in the vast majority cases. There are some cases such as when access to records may cause harm to patients when the access may be denied by the GP but these will, by far, only be a rare exception. We do not have the ability to turn this on for everyone at one go, it can only be activated with individual requests. With this access comes a greater responsibility to the individual to safeguard the information provided and we will keep emphasising this when the access is requested. Once a request has been accessed, we have a process to go through that may take a few days but if you are already registered for online services it should become available within a few days. If patients have not already registered for online services they will need to do so in order to get this access. It goes without saying that every GPs Practice does its utmost to keep accurate records, indeed it is a professional responsibility to do so.



## New Health Website and App

A new website and app have been launched in Lincolnshire to help people find the most appropriate health care service for their medical needs. The ASAPLincs website and App has been built using the very latest attendance data from Lincolnshire's emergency departments. Detailed behavioural research has also gone in to developing the product.

It is designed to allow residents to identify their symptoms or condition from some of the most commonly seen in emergency departments, before displaying the most appropriate treatment service for them. Health bosses believe the new product will help patients get the best care in the fastest possible time – while reducing pressure on emergency departments through fewer unnecessary attendances.

Ruth Cumbers, Programme Director for Urgent Care in Lincolnshire, said: *“We are very pleased to be able to launch the ASAPLincs website and app and firmly believe it can make a difference to the health care system in the county. Lincolnshire’s emergency departments are under pressure – in part due to a large number of unnecessary attendances. Lots of research has been done into the way our brains operate and the results of that have been fed into the development of this app. That is why we are confident it can help us educate and advise patients that the emergency department is not necessarily the best place for them to be. Patients receiving appropriate care from the right provider is important not only for their own health, but to help ease the pressure on emergency departments. We want residents to be aware of alternatives, to trust the alternatives and know when and where they are available – the app and website does all of this in an easily accessible way. The app is available at the push of a button – whenever, wherever and for whatever reason a patient needs it.”*

In other areas of the country where the same app has been developed, emergency department attendances fell by around 14,000 in the first three months, while use of alternative provisions increased. Nina Gavin, Lead Researcher at ICE Creates, who developed the website and app, said: *“The launch of ASAP in Lincolnshire follows extensive behavioural research with citizens and stakeholders conducted by ICE Creates, experts in research and engagement with more than 20 years’ experience working in the health sector.*

For those of you who are interested in social media, the Boutham Park Medical Practice now has its very own official Facebook page! If you are on Facebook, look for Boutham Park Medical Practice @BouthamParkMedicalPractice and like our page.

It's an information page so you can get news from the practice right away - be the first to know what's happening – when it happens!

If you have any questions or comments for the practice you should still use the usual route of contacting the Practice directly, either via Reception or through the website.

The Facebook page has been set up and is being operated by the Patient's Participation Group and is currently still in its infancy but will develop more as we identify what you want us to post on to it.

**LIKE US ON FACEBOOK!**



As part of the changes mandated by the government and the NHS to provide GP access for patients 365 days a year for **routine non-urgent pre-booked** appointments we have to change the extended hours provision that we currently provide for our patients through our Saturday morning GP clinics.

The requirement now is increasingly for general practice to work at scale and more collaboratively. This means that in order to be able to meet the requirement to provide patients the stipulated access (Mon-Fri 0800-2000hrs service, plus access on all bank holidays including Christmas Day, Boxing Day, New Years Day, Good Friday, Easter Sunday and Easter Monday), **it is regretted that we will no longer be able to provide a Saturday morning GP clinic dedicated to Boutham Park Medical Practice patients.**

In replacement of the Saturday clinics we will, from the week commencing 17 September 2018, now provide a clinic, for **routine NON-URGENT** pre-booked appointments only on Tuesday evenings with the surgery now closing at 2000hrs on Tuesdays. The appointments we provide in these clinics will also be bookable in advance by patients registered at any of the other Optimus Federation Practices. (The Optimus Federation comprises of the following GP Practices: Boutham Park Medical Practice, Birchwood Medical Practice, Woodland Medical Practice Newark Road Surgery, Richmond Medical Practice & Portland Medical Practice).

The other GP practices in the Optimus Federation will be open for a similar service on different weekday evenings to ensure that across the federation there will always be at least one Practice open until 2000hrs Mon-Fri for these routine pre-booked non-urgent appointments. The Friday evening, Sat/Sun & Bank Holiday clinics will be covered by each the Practices on a rotational basis.

### **Emergency and Urgent Care needs**

At all times, for life threatening emergencies only, patients should continue to call 999. For urgent (non-life threatening) medical care after 1830hrs Mon-Fri and during weekends & bank holidays, patients should continue to contact the NHS 111 service from where they will be given advice or will be directed to the most appropriate service, for example, the GP Out of Hours service.

## What does this mean for Boultham Park Medical Practice Patients?

1. The current weekly access to a Boultham Park Medical Practice GP on Saturday morning will cease and our last routine Saturday morning clinic will be Saturday 15 September 2018.
2. Patients will be able to book into our late evening clinic on a Tuesday evening. This is a shared clinic and is also available to patients from the other Optimus Federation GP Practices.
3. Our patients will now also have the opportunity to have an appointment (on other weekday evenings and Sat/Sun) at one of the other Optimus Federation GP Practices. For these appointments, patients will need to travel to the appropriate GP Practice.
4. These extended access clinics are only for **Routine NON Urgent appointments only** and are on a first come first served basis.
5. If you are seen at another Optimus federation Practice, the clinician you see will need to have access to your electronic medical record. You will need to grant consent for this at the time of booking the appointment; if you refuse to provide the consent to share your record with the other GP Practice then the appointment at another practice will **NOT** be available to you.
6. All the extended access appointments should be booked through your registered GP Practice only. Do not go directly to another Practice to book into one of their extended clinic appointments.

## STAFF CHANGES

There have been a few changes to the staffing of the Practice but to summarise:

- One Doctor is currently off on maternity leave but we have a Locum Doctor covering the maternity but with limited hours
- One Nurse is off with a broken ankle
- One new Nurse Practitioner starts in October (to be shared with Woodlands surgery)
- Two new Receptionists (which means that Reception now fully manned)

We would also like to congratulate Lianne who has now taken on the role as Healthcare Assistant

## ACCEPTABLE BEHAVIOUR

There has been an increase in abusive phone calls received by the BPMP which has resulted in some people being advised that they might be removed from the patient list. BPMP will try to accommodate everyone's request where possible but are unable to yield to all demands. This is common throughout the NHS which is under stress at every level.

Courtesy is a two-way thing and there is no excuse for abuse, even if an error has occurred.

All occasions of abuse will be dealt with by the Practice Manager and will not be tolerated. If a patient feels that they have been treated unfairly should be reported in the correct manner and, if necessary to the Practice Manager.



## FLU CAMPAIGN 2018

This flu campaign for this year is proving more complicated to manage due to the different vaccines provided and to ensure there is no clinical risk to those attending.

Essentially, the Practice is having to deliver a number of different vaccines. There is now a specific vaccine targeted at those patients who are over 65 which is different to that provided for the 18 – 64 'At Risk' category. There are also separate vaccines for 2/3-year olds and those under 18. Additionally, the last vaccines will not be available until the end of October.

Consequently, the flu campaign is going to be more prolonged this year. Patients need to be aware that because the vaccine for Over 65 is different to those 'At Risk', they are unable to provide both on the same day to prevent any clinical risk. The Practice is aware that this has caused problems for those families who require both a flu jab for someone who is in the 'at risk' group but also for a family member who is over 65 as it means separate appointments as these clinics are on separate dates. The Practice apologises for issues this may have caused to some families but have to ensure there is no clinical risk.

The Practice assures its patients that they are doing everything they can to provide an efficient service and ask that people **ensure they do book in for their annual flu jab.**



## Using the Surgery On-Line Services

1. Once you have logged on there are three options available under Your Appointments:

### Your Appointments

- Book Appointment
- Future Appointments
- Past Appointments

### Book Appointment

2. Click on <Book Appointment>  
(As you move your mouse over it will become underlined)
3. The following screen will now be displayed:

The screenshot shows the Systmonline Patient Online Service interface. At the top, there are navigation tabs for Appointments, Medication, Records, and Account. Below this, there is a header for the patient, Mr. Colin Peter Damrell, and the practice name, Southern Park Medical Practice. The main content area is titled "Book Appointment" and "Available Sessions". There is a dropdown menu for "Show sessions for period" set to "22/01/2018 - 05/02/2018" with a "Show" button. Below this is a table of available sessions:

Date	Earliest Time	Latest Time	Location	Clinician	Session Type	View Appointments
Monday 05 Feb 2018	09:50	11:10	Southern Park Medical Practice	Dr Elokomo Oren (Fawkes)	Session	View
Monday 05 Feb 2018	16:00	16:00	Southern Park Medical Practice	Dr Elokomo Oren (Fawkes)	Session	View

At the bottom of the table, there is a "Back" button.

4. The initial display will show available doctors for the next two weeks (if available). You can use the drop down on the right side of the field to display available appointments for a further four weeks:

Show sessions for period

5. When the alternative dates are shown, click on them and then click on
6. The available doctors will now be displayed for the new period with dates
7. The Earliest and Latest Times will be displayed against the relevant doctor.

To view the available appointment times for that period, click on

16. The following screen is then displayed:

**Book Appointment**

Click Book Appointment to confirm this appointment

Date:	05 Feb 2018
Day:	Monday
Start Time:	09:50
Duration (minutes):	10
Clinician:	Dr Efeilomo Oteri (Female)
Appointment Type:	Slot
Location:	Boultham Park Medical Practice
Reason (optional):	<input type="text"/>

Notes entered into this field may be visible to all staff at the practice

[Book Appointment](#)

[Cancel](#)

17. Type a reason for the appointment (optional) and click on

[Book Appointment](#)

(You may click **<Cancel>** if this appointment is no longer suitable)

18. A confirmation screen is then displayed which you can print out if required

**Book Appointment**  
**Appointment Booking Confirmed**

Date:	05 Feb 2018
Day:	Monday
Start Time:	09:50
Duration (minutes):	10
Clinician:	Dr Efeilomo Oteri (Female)
Appointment Type:	Slot
Location:	Boultham Park Medical Practice
Reason:	

[Print](#) [Back](#)

19. Note: Due to the very differing nature and time requirements of nurse appointments, these are not bookable online.

### Future Appointment

20. Click on **<Future Appointment>** (As you move your mouse over it will become underlined) and the following screen will now be displayed:

**Future Appointments**

This is a list of pending appointments.  
To cancel an appointment, click the Cancel Appointment button.

Date	Day	Start Time	End Time	Location	Details	Print Details	Cancel Appointment
05 Feb 2018	Monday	09:50	10:00	Boultham Park Medical Practice	Clinician: Dr Efeilomo O Oteri	<a href="#">Details</a>	<a href="#">Cancel</a>
08 Feb 2018	Thursday	16:30	16:40	Boultham Park Medical Practice	Clinician: Dr Damian J Jackson	<a href="#">Details</a>	<a href="#">Cancel</a>

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- If there are no appointments booked, a message will be displayed confirming this.
- Where appointments are booked, these will be displayed in date order. The **<Details>** button will only display the same information for the appointment selected.

10. To cancel an appointment that is no longer required, click on

[Cancel](#)

11. A further screen will be displayed:

**Are you sure you want to cancel this appointment?**

Start Time	End Time	Location	Details
05 Feb 2018 09:50	05 Feb 2018 10:00	Boultham Park Medical Practice	Clinician: Dr Efeilomo O Oteri

[Cancel this appointment](#) [Back](#)

[Cancel this appointment](#)

12. To complete the cancellation, click on

13. The following confirmation screen will be displayed:

**This appointment has been cancelled.**

Start Time	End Time	Location	Details
05 Feb 2018 09:50	05 Feb 2018 10:00	Boultham Park Medical Practice	Clinician: Dr Efeilomo O Oteri

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### Past Appointments

14. Select this option to view historical appointments you have attended the last three months:

**Past Appointments**

This is a list of recent appointments.

Date	Day	Start Time	End Time	Location	Details	Print Details
19 Jan 2018	Friday	17:00	17:10	Boultham Park Medical Practice	Clinician: Dr Vanessa Tan - Same Day Embargo - Finished	<a href="#">Details</a>
05 Jan 2018	Friday	09:20	09:30	Boultham Park Medical Practice	Clinician: Wendy Purvis - Finished	<a href="#">Details</a>
10 Nov 2017	Friday	16:30	16:35	Boultham Park Medical Practice	Clinician: Dr Damian J Jackson - Same Day Embargo - Finished	<a href="#">Details</a>
01 Nov 2017	Wednesday	10:50	11:00	Boultham Park Medical Practice	Clinician: Dr Damian J Jackson - Same Day Embargo - In Progress	<a href="#">Details</a>
26 Oct 2017	Thursday	09:10	09:20	Boultham Park Medical Practice	Clinician: Christina Husband - Finished	<a href="#">Details</a>

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15. Click [Back](#) to return to the main menu screen