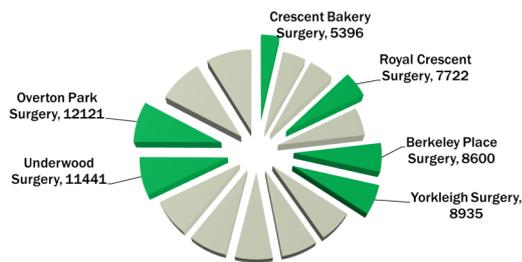


# UNDERWOOD SURGERY

NEWSLETTER 08 / 19

## Primary Care Network

The Underwood Surgery is part of the Cheltenham Central Primary Care Network (PCN).



PCNs form a key building block of the NHS long-term plan. Bringing general practices together to work at scale has been a policy priority for some years for a range of reasons, including improving the ability of practices to recruit and retain staff; to manage financial and estates pressures; to provide a wider range of services to patients and to more easily integrate with the wider health and care system

PCNs will eventually be required to deliver a set of seven national service specifications.

Five will start by April 2020:

- structured medication reviews.
- enhanced health in care homes.
- anticipatory care (with community services).
- personalised care and supporting early cancer diagnosis.

The remaining two will start by 2021:

- cardiovascular disease case-finding.
- locally agreed action to tackle inequalities.

As part of the above our surgeries already provide joint Improved Access (IA) Clinics based at Overton Park in weekday evenings and weekends during the day.

You can book into one of these surgeries by contacting our practice.

our clinical system, 'SystmOne', allows the sharing of your GP record—with your explicit permission. This means your care can always be complete no matter which site you are seen. We have signed a data sharing agreement to allow us to work appropriately together and to protect your personal data. Details of this agreement is available on request. You may be asked if it is appropriate to 'share out' your record so that it can be access in an IA Clinic. Each time you attend a IA clinic, your verbal assent will be requested again, and you can withdraw your consent at any time

We have recently appointed five community pharmacists to work in our practices. These pharmacists may contact you to undertake medication reviews or might suggest that you make an appointment to attend for clinical review, e.g. Hypertension. Over the next 2-3 years, the team will expand to include physiotherapists, paramedics and social prescribers, all working across the PCN practices.

NHS England has confirmed that our integrated community-based teams (including District Nurses) and mental health services will configure their services around our joint primary care network boundaries. These new teams will continue to provide services to people with more complex needs, and by working closer with our surgeries, provide improved proactive and anticipatory care.

Our PCNs will also be expected to think about the wider health of our population, taking a proactive approach to managing population health and, from 2020/21, assessing the needs of their local population to identify people who would benefit from targeted, proactive support.

### Improved Access Clinics-

Overton Park Surgery  
Overton Park Rd, GL50 3BP



The Surgery is found on St Georges Road a few minutes walk from the Town Centre.

Please ask reception or read our website for details of our Improved Access clinics at Overton Park.

You can book these appointments for the late afternoon and early evening for many urgent and routine problems.

### Extended Hours Clinics-

Underwood Surgery  
139 St Georges Road  
GL50 3EQ



You can book these appointments by phone for the early mornings (07:15 to 08:00) for routine problems.

It is likely that NHS England will request that the Extended hours offer to morphs into the Improved Access clin-

NEW TELEPHONE SYSTEM- WE HAVE RECENTLY INVESTED IN A NEW TELEPHONE SYSTEM. ADVANTAGES:

- ALLOWS AN INCREASED NUMBER OF CALLERS TO QUEUE
- INFORMS YOU WHERE YOU ARE IN THE QUEUE.
- INFORMS YOU THAT ALL CALLS ARE RECORDED.

HOWEVER IT STILL DOESN'T HELP SOLVE THE PROBLEM OF THE LARGE NUMBERS OF ENQUIRES THAT WE RECEIVE BETWEEN 08:30 AND 10:00 EACH DAY;

SO UNLESS YOUR PROBLEM IS URGENT OR YOU CANNOT PHONE AT ANOTHER TIME THEN PLEASE TRY AND PLAN AHEAD AND AVOID PHONING FIRST THING IN THE MORNING. WHY NOT FOR REGISTER ELECTRONIC ACCESS TO AVOID THE NEED TO PHONE? PLEASE NOTE IF YOUR PROBLEM IS URGENT AND YOU CANNOT PHONE THROUGH THEN EITHER DIAL 111 OR 999.

### NHS App

The NHS App is now the preferred way to access many of our practice's services. You don't need to contact our surgery to register for the NHS app. You just need to be able to download the app and be able to follow instructions on how to video your face holding your driving licence photograph! See here for more information <https://digital.nhs.uk/services/nhs-app>



**NHS App** (12+)  
New national app from the NHS  
NHS Digital  
#5 in Medical  
★★★★☆ 3.0, 198 Ratings  
Free

With the NHS App you can:

- Check your symptoms – find reliable NHS information on hundreds of conditions and treatments, and get immediate advice
- Book appointments – search for, book and cancel appointments at your GP surgery
- Order repeat prescriptions – see your available medications and request a new repeat prescription
- View your medical record – get secure access to your GP medical record
- register to be an organ donor – easily manage your preferences on the NHS Organ Donor Register
- Choose how the NHS uses your data – register your decision on whether it can be used for research and planning

### SystemOnline.

Don't worry you can still use our existing online access method -SystemOnline. This method may be easier for patients who are not confident with 'App' technology or who are unsure about uploading photographic identification to a third party. So if you are a patient who would prefer to use SystemOnline, then please visit our website <https://underwoodsurgery.co.uk/prescriptions/systemonline> or ask at the practice.