

Regent Street Surgery

Newsletter

Summer 2018



Surgery Wi-Fi

The surgery has recently benefitted from a NHS Wi-Fi Installation. When connecting to Internet services, you will be redirected to a NHS Wi-Fi page. Just select 'Get Online' to access it.

New Member of Staff



We are delighted to welcome a new member of staff to our Reception & Administrative team. Nicole joined us last month, having previously worked in retail as a Team Leader / Staff Trainer. Nicole is finding the NHS environment busy and challenging but enjoying the variety and meeting and getting to know our patients.

Online Access

Did you know that you can order your prescriptions, book and cancel appointments and view your results online? SystmOnline links to your electronic medical record and sends us an electronic request when you order your medication. Reception can provide you with your unique username and password—just remember to bring ID with you for Reception to see. Due to difficulties with patient confidentiality, we do not routinely offer this service to under 16s and over 16s must request the service themselves.



Over the Counter Medications

Following a national consultation and NHS England guidance, the NHS in Gloucestershire has made the decision to no longer routinely prescribe medicines that are available to buy over the counter. These medicines are associated with minor, short term conditions such as coughs, colds, hayfever, cystitis, head lice, verrucas, ear wax etc. The annual prescribing cost to Gloucestershire for these items is £2million a year and as the commissioner for NHS services, Gloucestershire has decided this money could be put to better use. Patients who are prescribed an over the counter medicine for a long term or more complex health condition will not be affected. If a GP considers that the patient is socially or mentally vulnerable to these changes, then they can continue to prescribe. Most patients will not be affected but some patients currently receiving these items on prescription will be told we can no longer do this. For further information, please visit <https://www.gloucestershireccg.nhs.uk/otc/>

Physiotherapy Services in Gloucestershire

Many of us suffer with aches and pains from time to time. There are things we can do to prevent these problems from becoming worse, such as exercise.

Details of the types of exercise that can be helpful and other hints and tips can be found at <https://www.gloshospitals.nhs.uk/our-services/services-we-offer/physiotherapy/how-can-i-help-myself/>

Sometimes self-management is not enough and the pain starts to affect our daily lives. When things reach this stage, you may benefit from seeing a professional, such as a Physiotherapist. Patients can self-refer to physio by completing an online form which is available on our website or at www.glos-care.nhs.uk/physio or by phoning 0300 421 8481.

Personal Independent Payments (PIP)

An article by Dr Sara Wood

We are often asked about providing evidence to support applications for the PIP benefit, or appeals against a PIP decision.

The application and appeal process can seem confusing and can cause distress for our patients, and we would like to help you to understand how best to explain to PIP assessors how your condition affects your life.

Your PIP assessor is not medically trained. They are interested in how your condition affects your daily life, rather than the specific diagnosis.

When completing your application or appeal think about the support you require to manage daily tasks- aids or carers, and the compensating strategies you use, and list them.

Make a note of how long tasks take, and whether they can be repeated daily or have prolonged disabling effects. You should be able to complete an activity (say washing) repeatedly, safely and in less than twice as long as it would take someone else to complete, for more than half of the times you need to complete it.

Personal Independent Payments (PIP) Contd.

PIP categories:

Mobility: Distance you can walk- how long does it take compared to others?
Use of aids.
Dexterity and Co-ordination.
Standing/sitting independently.
Getting to places.
Pain.
Safe movement – risk of falls.

Daily Living: Washing and bathing
Dressing and undressing.
Preparing food, eating.
Toileting and incontinence.

Communication: Verbal and written understanding- can you read signs/letters.
Engaging with people face to face
(Consider how any mental health problems might affect this.)

Cognition: Budgeting- what help do you need to pay any bills?
Can you manage you own medication or appointments?
Can you plan a journey to a new destination?
Are you aware of dangers?
How do you cope with change?

Direct Risks: Detail the risks associated with undertaking any of these activities above- such as pain, fatigue, distress.

Note that PIP mobility descriptors do not consider distress- so you need to explain *how* this distress affects your mobility.

Pastures New

Some of you may be aware that our receptionist Geraldine Delbos left us in June to focus on her dog walking business. We were sorry to see her go but she may be back from time to time to help cover holidays.

And Finally...

If you would be interested in joining our Patient Participation Group, please leave your name, telephone number and email address with reception and they will arrange for someone to contact you.