

## Marden Medical Centre Patient Participation Group



# News Update

### Marden Medical Centre News:

For the latest Marden Medical Centre updates please refer to the Surgery website:

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



### Flu and Covid Vaccinations

We now have limited supplies of Flu and Covid Vaccines. We have available appointments left on **Thursday 26th Oct** at the surgery for all eligible patients. Please call to make an appointment.

### Patient Access to Health Records

The NHS wants to give people better ways to see their personal health information online. We know that people want to be able to access their health records. It can help you see test results faster. It also lets you read and review notes from your appointments in your own time.

We are now letting you see all the information within your health record. If you are over 16 and have an online account, such as through the [NHS App](#), [NHS website](#), or other [GP online services and apps](#), you will now automatically be able to see all future information entered on your medical record. Some people can already access this feature, this will not change for you.

This means that you will be able to see records from your appointments, as well as test results and any letters that are saved on your records. This only applies to records from your doctor (GP), not from hospitals or other specialists, although you will be able to see any letters that hospitals or specialists send to your doctor (GP). You will only be able to see information from [insert date that your practice will make the change]. For most people, access will be automatic, and you will not need to do anything.

Your doctor (GP) may talk to you to discuss test results before you are able to see some of your information on the app. Your doctor (GP) may also talk to you before you are given full record access to make sure that having access is of benefit to you. If you are concerned that seeing your records is not right for you, you should speak to your practice.

These changes only apply to people with online accounts. If you do not want an online account, you can still access your GP health record by requesting this information via reception. The changes also only apply to personal information about you. If you are a carer and would like to see information about someone you care for, speak to reception staff.

The NHS App, website and other online services are all very secure. You will need to make sure you protect your login details. Do not share your password with anyone as they will then have access to your personal information.

If you do not want to see your health record, or if you would like more information about these changes, please speak to your GP or reception staff. You can also [read more by going to the NHS website](#).

**Watch the video:** [Your online GP health record](#)

#### Other News:

#### National Self Care Week 13 - 19 November 2023



What is National Self Care Week?

- Self-Care Week is an annual national awareness week that focuses on embedding support for self-care across communities, families and generations.
- The theme for 2023 is "Mind & Body"
- The Self Care Forum has been organising Self Care Week since 2011

See <https://www.selfcareforum.org/events/self-care-week/>

#### NHS Digital Access Drop-ins

The Surgery with the help of PPG volunteers are holding a series of NHS Digital Access Drop-in sessions @ the Surgery every **Wednesday afternoon** until 20th December 2023 from 1400-1600 for those patients who need some extra guidance to access GP services, navigating the Surgery website and help to setup & use the NHS app.

If you or someone you know would benefit from some help, please call the Surgery Reception to book an appointment.

The poster features a blue and yellow wavy header with a colorful fan-like graphic on the right. The title "NHS Digital Access Drop-ins" is centered in blue text. Below the title is a cartoon illustration of a family (a man, a woman, a child, and a dog) standing together. To the right of the illustration, there is a star icon followed by text: "Friendly support from PPG volunteers for those patients who need some guidance to access GP services, navigating the Surgery website and help to setup &amp; use the NHS app." Below this, the dates "Wednesdays 2:00pm-4:00pm starting 18th October - 20th December 2023" are listed, followed by the location "Marden Medical Centre, Church Green, Marden TN12 7HF". At the bottom, it says "Book with Reception or turn up on the day. Check in with Reception." The poster has a blue and yellow wavy footer.

## Expansion of Primary Care Services

The NHS is making changes to the way you access help and receive the care you need from your general practice to improve your experience. At many GP surgeries including Marden Medical Centre, there is a range of health professionals who can help you in addition to seeing a GP.

To learn more about the various professionals in the Surgery, watch [the film NHS England](#) has recently released that sees three curious children go behind the scenes at a general practice to meet the health professionals working there and learn more about how they help get patients the care they need. The children talk to a receptionist, a physiotherapist and mental health practitioner.

See <https://www.youtube.com/watch?v=bJBKDFW3Ysc>



General practice teams are made up of a range of health professionals who work at your general practice and in the wider community to help you get the right care when you need it. In addition to GPs, general practice teams can include nurses, physiotherapists, clinical pharmacists, mental health practitioners, paramedics, social prescribers, and health and wellbeing coaches.

If you need to see a GP you will always be offered an appointment, but there may be other health professionals who can provide the most appropriate support. Having a range of health professionals at your general practice means you can receive the most appropriate care for your condition as quickly as possible.

There are several ways to request care from your general practice including online using a form on your general practice's website, by phone or in person. However you choose to contact them, your practice team will ensure you get the care you need.

Your general practice's reception team is specially trained to use the information you provide to help identify which health professional or local service is best placed to help you, so it is important to give them as much information as possible. Any information that you discuss with the reception team will remain confidential.

Your general practice team is here to help you. See <https://www.nhs.uk/nhs-services/gps/>