**ST JAMES SURGERY, 89 WASH LANE, CLACTON-ON-SEA CO15 1DA**

**THE SURGERY, CHURCH SQUARE, ST OSYTH CO16 8NU**

**Please visit us on www.stjamesandstosythsurgery.co.uk**

**PATIENT NEWSLETTER NUMBER 16 – June 2018**

**DR AMANDA STEWART**

As many of you will be aware, Dr Amanda Stewart hung up her stethoscope at the end of March. We are all very sorry to see her leave but wish her all the best for her well-deserved retirement.

**DR ALISON COOKE**

As mentioned in our last newsletter, Dr Cooke joined us in September and has settled in very well. She has now taken over the list from Dr Kingsley Osei-Tutu.

**DR RUWAISA ALIYAR**

We are also delighted to welcome Dr Ruwaisa Aliyar to our team. She has taken over Dr Stewart’s list and will be working at our main surgery three and a half days a week, Monday to Thursday and Thursday afternoon at Church Square Branch Surgery.

**NURSES**

Unforunately **Cherry Sydenham** decided not to come back to us following the birth of her baby boy in May last year but has returned to A&E who are very lucky to have her. You might still see her though as she has offered to do some locum work for us.



**Mandy Mealing** also decided not to stay with us but we are pleased to have **Tamsin Bevis** join us as and welcome her to the team.

**Shelley Hawkes** decided to leave the surgery after 26 years working with us and we all wish her well in her new surgery.

**Karen Clarke** started with us in May this year and will join Tracey as part of our diabetes team. Karen also has a special interest in respiratory so will be helping Sharon with our asthma patients.

**HOW WE USE YOUR INFORMATION**

As you may know, the Data Protection Laws have been updated. The General Data Protection Regulations (GDPR) became law on

25 May 2018. We have a poster and leaflets in reception and a notice on our webiste with more information.

We will be asking you for your updated consent for text messages, emails and summary care record. A form is also on our website.

**ONLINE ACCESS**

A new version of the Patient Access service was launched on 30 May 2018. This version brings a re-designed user experience, simplified registration and sign in, support for [EPS](https://supportcentre.emishealth.com/glossary/eps/) pharmacy nominations and an [all-new self-serve support site](https://support.patientaccess.com/).



All existing Patient Access service capabilities (booking appointments, ordering repeat medication, viewing of medical record and messaging your practice) will continue to be available in the new version, with changes focused on making using these capabilities more intuitive and user friendly.

There is still a big push for as many patients as possible to sign up for online access to be able to book appointments, order prescriptions and access their medical records.

To sign up to online access full details are available on our website. Please complete the relevant form or come into reception to ask for a form to sign up. Once completed you will need to come to the surgery with valid photo ID e.g. passport, driving licence or bus pass. You will then be given the details to enable you to set up your own password and security questions. Once this is done you will have online access. For confidentiality reasons this service is only available for over 18s.

**PATIENT NEWSLETTER & VIRTUAL PATIENT PARTICIPATION GROUP**

If you would like to receive a copy of this newsletter electronically, you can sign up for this via our website. At the same time you could also sign up for our Virtual (i.e. on-line) Patient Participation Group (PPG). Please see our website for more information on this.

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**ESSEX COUNTY COUNCIL LAUNCHES ‘THE SOUND DOCTOR’**

**The Sound Doctor has patient education films for long term conditions.** If you or your family would like to access this large film library, please visit [www.livewellcampaign.co.uk/sounddr](http://www.livewellcampaign.co.uk/sounddr), select your surgery and pop in your postcode - that’s all you have to do!

**PRESCRIPTIONS**

Once signed up to online access you can easily order your repeat medications via your computer at any time of day or night. It would be very helpful to us if you could nominate a chemist from which to collect your prescription. It saves you time coming into the surgery and save us time at the reception desk. Also, if you nominate a chemist we can send your prescription directly to them electronically (EPS) which saves a lot of printing and reduces “lost” prescriptions. Please give your consent on your prescription request for us to send your prescription electronically to the chemist. Ordering your medication this way means you can track the progress of your prescription and see when it has been sent to the chemist. Please still allow two working days when ordering your medication as this will give us time to deal with any queries that may arise.

Thank you for your time.

Heather Knappett, Practice Manager