

# Barnabas Bulletin

Newsletter of the Barnabas Medical Centre

Issue 5, March 2014

## Summary Care Records and care.data

By Keith Marshall, PPG Chairman

The NHS currently has two initiatives to share patient medical data electronically: **Summary Care Records** and **care.data**. The two initiatives are very different. Let's look at them.

**Care.data** is the initiative which has been in the news a lot recently, and is what was referred to in the leaflet put through your door recently. It is about sharing aggregated data with a variety of organisations (public and commercial) to enable better healthcare planning and research. The programme will take GP and hospital records, remove anything which can identify you, and then merge all the records into a single national database. Hospital records have been used in this way for many years and the system is now being extended to include GP records. The intention is that over time this improves everyone's healthcare by looking at where, and why, better outcomes are being achieved. The start has now been delayed to October.

**Summary Care Records** [SCR] are different; they are about sharing data within the NHS for the provision of your medical care. They will make your essential data (your drugs, allergies, drug reactions) available electronically to other parts of the NHS, but only when they need to treat you. So A&E and out of hours services can see your record if you need emergency treatment. This will mean you, as an individual, get better and safer care especially if you end up, unconscious, in A&E. Only healthcare staff with a special authorisation card and a PIN number will be able to access your data – just like you using your credit card – and if you are conscious and capable they must ask your permission at the time of access.

A very senior A&E consultant of my acquaintance, who works at a major South Coast hospital recently commented to me:

*Please think very carefully before opting out. I have just received my SCR access card, and it has been a revelation. Most elderly people are on lots of medicines and can remember about 10% of them. They turn up at my Emergency Department confused and unable to remember much. I can now get their medication list and their past history exactly and it means that they get much better treatment, especially with medications like Parkinson's disease ones that are time-critical. I'm not saying that you are elderly and confused, but I am saying that you may be one day, and you won't have opted back in. Is SCR secure? It seems no worse than the security to access my bank account.*

Many people have concerns about the privacy of both Summary Care Records and care.data records. While we can never absolutely guarantee that security cannot be breached, there is no reason to believe your data will be less secure in future than it is now.

Of course, you may opt out of one or other or both of these systems. Opting out of one does NOT opt you out of both. It is your right to opt out if you wish to do so – you just need to tell your GP. But please think very carefully before you do opt out.

Want to know more? Come to our open meeting:

**NHS Data Sharing: What, How and Why?**  
**Robin Burgess, NHS England care.data Lead, London**  
**Tuesday 13 May, 1400 hrs**  
**St Barnabas Church Hall, Raglan Way, Northolt ■**

## Survey Results

### Over 90% would recommend us!

Thank you to the 552 patients who took the time to complete our recent survey. This is a roughly 6% sample of our patients and gives us a good guide to your views.

Overall satisfaction with the Practice and our services is 75% which equates to everyone giving us a "very good" rating. Satisfaction with the repeat prescription service is 83%.

81% of you say the service is the same or better than 2 years ago; 16% of respondents have not been with us for 2 years.

25-30% of you are aware of most of the additional services we offer. 81% of you would support us expanding to offer even more with by far and away the most requested service being in-house blood tests (71% asked for this). Access to physiotherapy and a dietician were requested by around a third of you.

But what is most satisfying is that **91% of patients would "definitely" or "very probably" recommend the Practice to their friends and family.** This is a superb result and way ahead of the figures for both the borough and for England as a whole.

We have also read all the comments. As well as containing many appreciative words about the doctors and staff (thank you!) the comments show that many are now finding it easier to get an appointment.

We are now using this data to plan for the next year or so, and we will report on that in the next issue.

Finally a big thank you to the 12 PPG members who gave their time to help with the survey. ■

## DoctorView

*The regular column by our doctors*

### Who to call when you are unwell?

*By Dr David Knight*

There is now a variety of different services that you can contact when you need advice regarding your health. This can cause confusion, can mean people attending inappropriate services and some people possibly having a delay in receiving the best care in the right environment.

Many minor ailments such as coughs and colds, sore throats and minor tummy upsets can be managed at home without contacting anyone. These are self-limiting conditions that will get better without getting medical advice or by perhaps getting some advice from your local chemist.

If you feel the problem is more serious, then within surgery hours you should call the practice. It may be possible to sort your problem out by telephone or with an appointment with a doctor, nurse or health care assistant. It is more appropriate to contact the surgery rather than other organisations such as Urgent Care Centres or A&E departments during surgery hours for problems that we can deal with.

Out of surgery hours, the first decision you need to make is, does the problem require urgent attention or can it wait to be reviewed when the surgery is next open? If you are unsure then you should ring 111 who can give you advice on self-management or direct you to the most suitable local service. If they feel your condition needs an urgent ambulance to hospital this would be arranged for you.

If you have a medical problem out of surgery hours that would normally have been dealt with by a nurse or doctor at the surgery you could attend an Urgent Care Centre (UCC) or a Minor Injury Unit (MIU). These are suitable for minor acute conditions. There are UCCs nearby at Alexandra Avenue Clinic, and at Ealing and Northwick Park Hospitals and a MIU at Mount Vernon Hospital.

For more serious conditions such as severe chest pain, breathing difficulties, confusion, fits, major injuries or bleeding that can't be stopped then calling 999 for an ambulance or attending A&E (Casualty) is appropriate. Please remember that calling 999 is for life threatening emergencies; in other circumstances please call 111.

Calling or attending the most appropriate service for your needs out of surgery hours should give you or your family the most appropriate and prompt treatment. It will also free up services to attend severely ill or injured patients more quickly and effectively. 111 is available for advice 24 hours a day 7 days a week. ■

## Barnabas Medical Centre

Girton Road  
Northolt, UB5 4SR

☎ 020 8864 4437

[www.barnabasmedicalcentre.co.uk](http://www.barnabasmedicalcentre.co.uk)

### Surgery Times

Monday to Friday  
0830 to 1800

(Closed Mon & Fri 1300-1400)

### Out of Hours

For urgent healthcare outside surgery times please call 111

### Repeat prescriptions

Repeat prescriptions must be requested in writing or online and will normally be available for collection after 2 working days

### Doctors

Dr MG Parmar  
Dr DG Knight  
Dr HS Kooner  
Dr HK Bhatoa  
Dr M Dhinsa

### Practice Nurses

Henny Shanta, Anna Wan  
Purnima Gurung

### Heath Care Assistant

Niki Onoufriou

### Practice Manager

Paul Ranken

### Patient Participation Group

Chairman: Keith Marshall  
020 8864 7993

[barnabas.ppg@gmail.com](mailto:barnabas.ppg@gmail.com)

*This newsletter is a joint production of  
Barnabas Medical Centre and the Barnabas  
Patient Participation Group.*

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## Book Exchange

### Want to read books for free?

The Barnabas Book Exchange is in the waiting area, and it's for every one linked to the Practice.

Read a book while you wait or take it away to read. When you've finished it, bring it back, or give us another book in exchange.

All the books have been donated by patients. If you have books to give us – especially children's books – please leave them with Reception. ■

## Staff Changes

**Paul Ranken**, our Practice Manager, is taking retirement at the end of March. Paul's replacement, Matthew Edwards, starts at the beginning of March for a month's handover. Hopefully there will be an opportunity to meet Matthew at the next PPG meeting on 10 March. We wish Paul a long, idyllic retirement.

Our long-term locum, **Dr Patten**, has also left us. We hope to have a new long-term locum in place very soon. ■

## PPG Vice-Chairman

Unfortunately the PPG's Vice-Chairman, Sennen Chiu, has had to stand down. So the PPG will be electing a new Vice-Chairman at their next meeting on 10 March. The role of Vice-Chairman should be easy and not time consuming, but you need an interest in helping the Practice. If anyone out there wishes to consider volunteering as our Vice-Chairman, then please get in touch with Keith Marshall (details above). ■