



Gloucester Road Medical Centre Newsletter

Spring 2018



Welcome to our Spring Edition



CQC Inspection Visit



Please Do Get In Touch

The Care Quality Commission (CQC) is currently inspecting this surgery. CQC is the independent regulator of all healthcare services in England. As part of their inspection they want to know what you think about the care you have received from us. They are inviting patients to let them know about their experience of care by completing a comment card that is available currently in the waiting room.

The CQC will treat all feedback confidentially. They may not respond individually to your feedback, but an inspector may contact you for more information if you have provided contact details. Once the inspection is completed they will publish a report on their website at www.cqc.org.uk

We are always keen to hear from our patients about our service. There are a number of ways that you can do this. You may like to use our website: www.grmc.nhs.uk or the suggestion box sheets in the waiting room.

If you wish to let us know about a concern or a complaint, you can use the above or write, telephone or ask to see someone in person. Please see details in the waiting room and on our website for more information on our complaints process.

The New General Data Protection Regulation

From 25 May 2018 the General Data Protection Regulation ('the GDPR') will govern the use of personal data in the UK. It, coupled with a new UK Data Protection Act (DPA2018), will replace the existing data protection law. It is important any organisation collecting and processing personal information ('personal data') complies with the requirements of the GDPR. The GDPR provides enhanced rights for individuals ('data subjects') and imposes greater obligations on organisations which collect and use personal information ('data controllers').

The key provisions are that:

There are increased penalties for any breach of the GDPR.

Charges for providing copies of records requested by patients or staff have been mostly removed, and the time for providing them has been shortened.

Organisations must keep records of data processing activities.

All public authorities must appoint a Data Protection Officer.

High risk processing will require a Data Protection Impact Assessment.

Clarity on the issue regarding consent and patient records is still be sought.

Subject Access Request

The GDPR makes two important changes to individual rights of access to data about them. Firstly, the time period for complying with such requests has been reduced from 40 days to one calendar month.

Secondly, except for repeated requests, controllers will not be able to charge individuals for responding to these requests. Patients will be aware that they can secure online access to their medical record and therefore it is less likely that patients will need to make an approach to the practice for information as previously.

It's Hay Fever Season Again!

Hay fever is very common. It affects about 2 in 10 people in the UK. Hay fever is caused by an allergy to pollen.

Common symptoms - one or two or all of these symptoms may occur. They include: A runny nose or a blocked nose, an itchy nose, sneezing, itchy and watery red eyes and an itchy throat.

Less common symptoms - these include: Loss of smell, face pain, sweats and headache.

The commonly used hay fever treatment options are: antihistamine nasal sprays, antihistamine tablets, steroid nasal sprays and eye drops. Most of these medicines are available to buy cheaply over the counter from your pharmacist or from supermarkets.

Discuss with your doctor or pharmacist if you are pregnant or breast-feeding and have hay fever.

Antihistamine medicines such as loratadine and cetirizine may be used by children from the age of 2. [steroid nasal spray](#) usually works well to clear all the nasal symptoms (itch, sneezing, watering and congestion). It works by reducing inflammation in the nose. [Steroid nasal drops](#) are also sometimes used. (If being viewed on a computer, these hyperlinks re-direct you to further information on the Patient UK website). Alternatively, please ask at reception or to speak to the practice pharmacist.

It takes several days for a steroid spray to build up its full effect. Therefore, there is no immediate relief of symptoms when you first start it. In some people it can take up to three weeks or longer to be fully effective. So do persevere. (It is best to start taking it a few weeks before the hay fever season is likely to begin if you know that you have hay fever.)

A steroid nasal spray tends to be the most effective treatment when symptoms are more severe. It can also be used by adults in addition to antihistamines if symptoms are not fully controlled by either alone. You need to use the spray each day over the hay fever season to keep symptoms away. However, once symptoms have gone, the dose of a steroid spray can often be reduced to a low maintenance dose each day to keep symptoms away. There are several brands which you can buy at pharmacies, or get on prescription. Side-effects or problems with steroid nasal sprays are rare (read the packet leaflet for details).

Staff Update



We are sorry to announce that Dr Jasmin Krischer is leaving us at the end of May. Dr Krischer has been with us since 2003 and will be sorely missed by patients and staff alike. Dr Krischer's last working day is the 24th May 2018.

The good news, however, is that Dr Richard Waldock will be taking over Dr Krischer's patients from the beginning of June.

We are also sorry to report that both our HCAs, Sarah Stacey and Karen Norman, have moved on to new challenges, and we welcome Emelia Wisniewska and Ayuka Clark as their replacements. Emelia and Ayuka are both already medically trained and joined us in April.

Gloucester Road Medical Centre is now on Facebook - www.facebook.com/grmc.nhs

Leah Harrison, our Community Resource Lead, regularly updates our Facebook page with details of events and local news. Please do take a look.

Leah would also like to remind our carers that we offer hour long appointments in the Carers Surgery for advice and support.

Website

We have made a number of improvements to our website. Please do let us know your thoughts and suggestions on how we might make it even better. www.grmc.nhs.uk

The Accessible Information Standard aims to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand. Please let us know if you require any of our information in an alternative format.