**West Meon Surgery Patient Participation Group Newsletter**

**Seasonal Influenza Vaccination Campaign**

This Autumn we have given 859 influenza vaccinations to eligible patients. If you are eligible (ie aged 65 on 31 March 2024 or in an at-risk group) and you would still like to have your flu vaccination, please telephone us to book this with one of our clinical team.

**COVID Autumn Booster 2023**

We have concluded our COVID vaccinations this autumn having vaccinated 855 patients. Anyone who is eligible but has not had their booster can organise this by contacting the following:



**Non-Emergency Patient Transport**

On 1st November 2023 Health Care Professionals will no longer have access to the SCAS online booking portal to book routine outpatient appointments for patients. Patients will now need to book themselves by accessing the SCAS patient hub:

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<https://managemybooking.scas.nhs.uk/patientzone>

If it is a patient’s first use of NEPTS, they will need to book via the telephone to get set up onto the system, and thereafter the online system will be available. They will require the following information to set up an account on the SCAS patient hub:

• NHS Number

• DOB

Patients can book via the online platform up to 20 days in advance.

**My Planned Care**

My Planned Care gives you advice and support while you wait and helps you to prepare for your hospital consultation, treatment, or surgery. This includes giving you information about waiting times at your hospital and other supporting and local services while you wait.

Please see the link below:

[My Planned Care NHS](https://www.myplannedcare.nhs.uk/)

**Accessing your health record online**

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’re 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](https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.nhs.uk%2Fnhs-app%2F&data=05%7C01%7Cjanemay%40nhs.net%7C4da651dec1d74aa423da08db253c7fe2%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638144713985601417%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=4NJ9LojyhQgtl%2B5IIVq4BmIJfCnqL%2FdPltKDkEYlDJY%3D&reserved=0), [NHS website](https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.nhs.uk%2F&data=05%7C01%7Cjanemay%40nhs.net%7C4da651dec1d74aa423da08db253c7fe2%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638144713985601417%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=IuSvdbIgBdjLNdEIulqnIM9RbirVXmuYRO1ReUm7qQM%3D&reserved=0), or other [GP online services and apps](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nhs.uk%2Fnhs-services%2Fgps%2Fonline-health-and-prescription-services%2F&data=05%7C01%7Cjanemay%40nhs.net%7C4da651dec1d74aa423da08db253c7fe2%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638144713985757285%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=7s3dsoDoaj18vfoKaBKgBRbFtrMMWU1z8FMLPUX%2Fhl0%3D&reserved=0), you will now automatically be able to see all future information entered on your medical record. Some people can already access this feature, this won’t 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 won’t 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 [or include online option]. 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.

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The NHS App, website and other online services are all very secure.  You’ll 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 [www.nhs.uk/gp-record](https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.nhs.uk%2Fgp-record&data=05%7C01%7Cjanemay%40nhs.net%7C4da651dec1d74aa423da08db253c7fe2%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638144713985757285%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Dp29tQl6If9DuwD4Ao5C%2F2NPMaaQnkOlOkqRQ%2BEMcSE%3D&reserved=0).

**Additional Clinicians at West Meon Surgery**

As part of the Winchester Rural North & East Primary Care Network, we have the benefit of additional clinicians supporting the Nurses and Doctors at West Meon Surgery.

***Clinical Pharmacist*** - who is working with us to ensure your treatment is optimised.

***Dietician*** - who joins us to help with patients facing significant problems with their weight.

***Mental Health Nurse*** - working with several our patients who need specialist support.

***Nurse Associate*** – supporting the nursing team with additional appointments.

***Physiotherapist*** – providing first point of access for musculoskeletal pain.

***Social Prescriber*** – supporting patients who are facing adversity.

***Wellbeing Practitioner*** – supporting young patients with specialist mental health needs.

We also have a midwife who runs a clinic at West Meon Surgery every other Thursday.

In November, December and January we will be hosting 2 Medical Students, Holly and Elliot, from Brighton School of Medicine. We currently also have 4 registrars in their final year of GP training:

* Dr Higgins is returning to us for one month (December 2023).
* Dr Hu is with us until the end of January 2024.
* Dr Haider is with us until February 2024.
* Dr Metcalfe is with us until the end of July 2024.



**NEW**

**Dispensary Opening Times**

**Due to staff shortages over the next few months from 04 December 2023 our dispensary opening times will be amended to the following:**

**Monday: 8am-1pm 2pm–4pm**

**Tuesday: 8am-1pm 2pm–4pm**

**Wednesday: 8am-12.30pm 2pm–6.30pm**

**Thursday: 8am-1pm 2pm–4pm**

**Friday: 8am-1pm 2pm–4pm**

**Prescription items *will not* be able to be collected from reception when the dispensary is closed.**

**We will revert to our usual opening times as soon as we can.**