

Friends and Family Test

GPs have a contractual obligation to offer the Friends and Family Test (FFT). The FFT asks patients and their carers if they would recommend the services they have used and offers a range of responses. The FFT provides a mechanism to highlight both good and poor patient experience.

This kind of feedback is important to help us make the changes that make a real difference to patients and to support patient choice.

Please pick up a response card in reception or in the waiting room, complete it and either post in the red box or return to reception. Thank you



We have a new website.

www.rowcroftmc.nhs.uk

Please make sure your browser is taking you to the new website

Online Services

Please register at reception to access your medical records online.

This is the easiest way to book appointments, order medication and check results
Just provide our receptionist with photo ID and proof of address
We will do the rest

Oct17

ROWCROFT MEDICAL CENTRE

www.rowcroftmc.nhs.uk

Fax: 01453 755247

Tel: 01453 764471

NEWS

NHS Health Check

Helping you prevent diabetes, heart disease, kidney disease, stroke and dementia

As we get older, we have a higher risk of developing conditions like high blood pressure, heart disease or type 2 diabetes. Your free NHS Health Check can spot early signs and help prevent these happening to you, which means you'll be more likely to enjoy life for longer.

The check is based on straight forward questions and measurements such as age, sex, family history, height, weight and blood pressure. A simple blood test to measure your cholesterol and blood sugars may also be appropriate. Following the check you will receive free personalised advice about what you can do to stay healthy.

If there are any warning signs then together we can do something about it. By taking early action you can improve your health and prevent the onset of these conditions.

If you would like to take advantage of this **free health check** and you are aged between 40 & 74 please contact the receptionist and make an appointment to see our Health Care Assistant.



Like us on Facebook



Flu Clinics start

Next flu clinic Saturday 28th October

If you are eligible please contact reception or book an appointment online

Patient Participation Group

Did you know that every GP Surgery is now required to have a PPG?

The Patient Participation Group (PPG) is a group of patients at a surgery who have an interest in the services provided. Patient Participation Groups cross barriers, embrace diversity and work in partnership with the surgery to improve common understanding and help identify new services to meet patients' needs.

Every registered patient at Rowcroft is a member of our Patient Participation Group, but if you are interested in getting more involved please contact the Practice Manager, or if you have something to say or ideas to share but you don't have time to attend meetings, please consider joining our PPG forum. It's completely free to use.

Check out the PPG forum today! <http://www.myppg.co.uk>

Sharing your medical records and information

Your patient record will be held securely and confidentially on our electronic system. If you require treatment in another NHS healthcare setting such as an Emergency Department or Minor Injury Unit, those treating you would be better able to give you appropriate care if some of the information from the GP practice were available to them. This information can now be shared electronically (with your permission) via:-

- **SCR - NHS SUMMARY CARE RECORD (used nationally across England)**
- **GLOUCESTERSHIRE SHARED HEALTH AND SOCIAL CARE INFORMATION (Joining up your information - JUYI) used locally across Gloucestershire.**
- **ENHANCED DATA SHARING MODEL in SystmOne (EDSM) (Used nationally across all healthcare providers using SystmOne.**

In all cases, the information will be used only by authorised healthcare professionals directly involved in your care. Your permission will be asked before the information is accessed, unless the clinician is unable to ask you and there is a clinical reason for access.

Please note that these records are **NOT CONNECTED** with the Health and Social Care Information Centre care.data project and will be used **only** for the purpose of enabling informed care to be supplied directly to you as an individual.

Parents, guardians or someone with power of attorney can ask for people in their care to be opted out, but ultimately it is the GP's decision whether to share information, or not, because of their duty of care.

If you are caring for someone and feel that they are able to understand, then you should make the information about the different methods of sharing available to them.

Please ask a member of the GP practice staff for details of where to find more information about each of the sharing methods.

If you are not happy for us to share this electronic information with clinicians in other NHS organisations (and Gloucestershire County Council social care in the case of JUYI) who are involved in your care, please let us know and we will put an entry on your record which will prevent your information from being shared.