



# PATIENT'S NEWSLETTER

November 2022

## Welcome to Ifield Medical Practice's monthly newsletter

### Social Prescribing

Many patients visiting their GP practice have underlying financial, environmental and social issues which can have an impact on their physical and mental health. The Social Prescribing Team in Crawley aim to support and empower patients to take control of their health and wellbeing by offering non-clinical consultations which have a focus on community referrals.

Social prescribing is open to patients aged 18+ who present to their GP with issues that have a non-clinical underlying cause. Patients may have a social need, on-going health conditions, regularly attend their GP practice or unplanned hospital admission. The Social Prescribing Team can help with this.

- Mental health and emotional wellbeing
- Relationship difficulties
- Domestic Abuse
- Loneliness and isolation
- Financial/ benefits
- Carers
- Bereavement
- Health goals - weight management, stop smoking, healthy eating etc

If you feel that you would like a referral to the Social Prescribing team please contact our Reception Team and ask to speak to our Care Coordinator Amy.

### SAMPLES AND RESULTS

Please ensure all samples are brought to surgery before 12pm. We cannot accept samples after 12pm and cannot store them in the practice.

For all test results, please call the surgery between 11am and 4pm any weekday. We expect blood and sample results to be actioned within 3 working days.

Scans and X-rays will take longer.

### HELP WITH THE COST OF LIVING

A lot of people are currently being affected by the rising cost of living, and some people may find it difficult to make ends meet.

There are local organisations that can offer help and advice, on matters including finances, food, childcare, plus more. For more information, please visit the following links:

[Help with money worries | Crawley GOV](#)

[Foodbank | Crawley Foodbank Partnership | Crawley](#)

[Help with energy bills | Crawley GOV](#)

[Citizens advice have announced a new Energy Advice Service across the whole of West Sussex. Call - 01243 974063](#)



As the clocks go back and we close the curtains earlier our older patients may find that they feel lonely or need extra support. There are lots of lovely services available to help you.



**Call free on 0800 4 70 80 90**

The Silver Line Helpline is a free, confidential telephone service just for older people.

We provide friendship, conversation and support 24 hours a day, 7 days a week.

### Age UK telephone friendship

Same day and time each week

You will be matched with a volunteer for a weekly chat.

For over 60's

Apply online at

<https://va.ageuk.org.uk/ageuk/bot.htm?isJSEnabled=1&redirected=1&BusinessArea=Root.CIT>

### Good neighbours West Sussex

( provided by Royal Voluntary Service)  
65 years + , living alone

Accompany people on short walks

Help with shopping

Telephone befriending (up to 10 weeks)

Some company and a chat from a volunteer (up to 10 weeks)

If interested call 01293 228060



Public Health  
England

As you get older shingles can be very painful and really affect your quality of life.




Are you

**70-75** or **78-79** years of age?

Then you are eligible for your **shingles vaccination**

Speak to your GP practice today  
about having your shingles vaccination

mmunisation The safest way to protect children and adults



Dr P Alexander  
Dr V Dullo  
Dr A Alexander  
Dr J Jeyatheswaran



2nd November 2022

To all of our Patients,

You may be aware that from the 1st of November 2022 NHS England has directed that all patients should have open access to their future medical records. This is to affect everyone in England that is sixteen or over. The instruction is to include any information held by the practice, such as consultation notes, and is to be 'switched on' from that date.

**Patient safety is at the heart of what we do** and it is of utmost importance to us that our usual standards around data control are continued. So far, we do not feel we have had satisfactory assurances from NHS England that this will be the case and our electronic patient record system (EMIS) have determined they will not switch this feature on. We have decided we will act in line with this position and wanted to take this opportunity to communicate this decision.

**Ifield Medical Practice strongly support patient access.** We currently provide individuals access to their patient notes, on request, to order medication and check their investigation results.

We are responsible for the care and support of many vulnerable children and adults for whom a data breach can carry significant risk. With the system as it stands there are concerns about what is made visible and how such data could be revealed to other people under coercion or threat. We are also concerned about the process of ensuring data protection and redaction at the point a patient moves to a new surgery. Currently, this is not guaranteed if these changes are enacted.

**We take our responsibility to protect your data very seriously.** Alongside other practices across the country, organisations like the British Medical Association and Domestic violence charities, our concerns have been raised with NHS England.

There is likely to be more information and guidance to come out over the next few weeks which we will keep under review. We will work towards a future roll out. We appreciate your understanding that until we have more clarity around the issues expressed in this letter we cannot determine a time frame. Once we are satisfied that safety will be maintained we are committed to implementing patient access, safely, as soon as is possible. In the meantime, please remember you can already access parts of your record through the NHS app on your phone or tablet device. This is free to download and will already allow you to view test results (once they have been approved by your GP) book in for certain types of appointments and importantly request your repeat prescriptions much more efficiently; this is how you will be able to access your record once we have rolled it out so it is worth getting set up now. Please note you need a smart phone which connects to the internet or an internet enabled tablet device.

Thank you for your understanding and continued support.

The Partners of Ifield Medical Practice

WORLD   
**ANTIMICROBIAL**  
**AWARENESS WEEK**

18-24 NOVEMBER

This month between the 18th - 24th November is World Antimicrobial Awareness week. This is a global campaign that is celebrated annually to educate us that the use of unnecessary antibiotics contributes to antibiotic resistance.

This means that over time bacteria viruses, fungi and parasites change and no longer respond to medicines, increasing the risk of diseases spread and severe illnesses and death.

Most respiratory infections, colds and coughs are caused by viruses and antibiotics will not kill viruses and so are not indicated. This does not mean that antibiotics are not indicated in many other cases. Listen to your GP reasons if they advise simply supportive measures for common winter illnesses rather than a prescription for antibiotics.

Local pharmacists can help you e.g. suggest lozenges and cough syrups and a trip to the GP practice can be avoided.



Since 2003, Movember has funded more than 1,250 men's health projects around the world, shaking up men's health research and transforming the way health services reach and support men. Movember started in Australia and encourages men to grow a moustache during November to raise money for charity.

A growing number of men are facing life with a prostate cancer diagnosis.

Globally testicular cancer is the most common cancer among young men.

Movember is uniquely placed to address the crisis of men's health on a global scale.