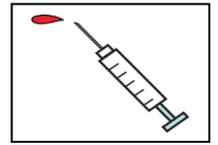




CASTLE GARDENS SURGERY NEWSLETTER

September - December 2018 – Issue 16

(website: <http://www.castlegardenssurgery.co.uk/>)



WELCOME

What a contrast to last year, glorious weather to lift the spirits but how quickly it has been and gone. However we still have some warmth to hold on to. As we approach winter it is important to be mindful of how cold weather might affect us, particularly those patients who might be vulnerable, please refer *Page 3* for some helpful information.

Which once again brings us to that time of year again, the **annual influenza vaccination season**. For many patients this is an important vaccination. We also offer a number of additional but important vaccinations for various patient age groups and risk categories, please refer to details for this year's programme on *page 2*.

Supply of flu vaccines: unfortunately the supply of the influenza vaccinations this year has been delayed, with reduced supply spread out over three months. Please be aware that you may not be able to book your appointment as early as you and we would like. We must ensure we save enough vaccinations for our Saturday clinics, any supplies then left over will be used to try and meet patient's requests.

Flu Saturdays:

29th September: 0830-1500

13th October: 0830-1300

[NB: because of the delayed supply of vaccinations there may only be a few Saturday appointments left available to book]

People with **suspected flu** who **are not in the at-risks** groups should:

- stay at home and rest
- drink plenty of fluids while they are recovering
- seek advice from a pharmacist about the best remedy for their symptoms
- consider taking the appropriate dose of paracetamol/ibuprofen-based painkillers or cold remedies to lower their temperature and relieve their symptoms. Some cold remedies already contain paracetamol or ibuprofen, so some care needs to be taken to ensure that people do not receive a double dose of either paracetamol or ibuprofen.
- avoid visiting GP surgeries and hospitals where they may infect other more vulnerable people and use community pharmacists as first port of call for early symptoms.



XMAS BANK HOLIDAY

OPENING HOURS 2018-19

Monday 24th December – Normal surgery hours

Tuesday 25th December – Xmas Day, **CLOSED**

Wednesday 26th December – Boxing day, **CLOSED**

Tuesday 1st January 2019 – New Year's Day **CLOSED**

REQUESTS FOR HOME VISITS

When you are too ill to come to the Surgery, please ring before **1100** to ask for a visit to enable the doctors to plan their day. If at all possible please try to come to the Surgery. Many patients can be seen at the surgery in the time taken to do one home visit.

DATA PROTECTION OFFICER

To ensure that we are compliant with General Data Protection Regulations and the Data Protection Act 2018 **Article 37 (9)** we are pleased to inform you of our **Data Protection Officer (DPO), Bex Lovewell**, contact details:

Email: bex.lovewell@nhs.net

Contact Address: Sentinel Healthcare SouthWest Community Interest Company, c/o Express Diagnostics & Treatment Services, 6 Research Way, Plymouth, PL6 8BU.

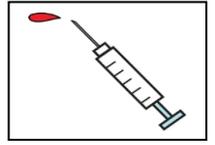
A DPO is an expert on data privacy, working independently to ensure compliance with policies and procedure.



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VACCINATION PROGRAMME INFORMATION 2018

FLU CAMPAIGN 2018: we still have a few appointments available on the following **Saturday** clinics:

29th September: 0830-1500

13th October: 0830-1300

All patients **aged 65 years** and over are encouraged to contact the surgery to book an appointment, no written invitation will be sent to you.

All patients aged six months to 64 years inclusive who the Department of Health have advised are clinically at risk will receive a written invitation to book their flu vaccination.

Childhood flu: We will be inviting all children aged **2, and 3** years, born between **1 September 2014 and 31 August 2016**, for this immunisation. Invitations will be sent out, advising you to contact the surgery to book your child's appointment.

Healthy children of school reception years 1,2,3 and 4, ages 4-9 years will be offered flu vaccination in their school setting. However, children in this age range who are **in an at-risk group** are still part of the seasonal influenza vaccination programme and will be eligible to be vaccinated at the practice. These children will receive an invitation letter from the practice.

Children aged 10 years old to 18 years: only at risk children will be offered the vaccination.

Pregnancy and Flu: When you are pregnant your immune system is naturally lower. This means you and your baby are at risk of serious complications from flu. If you have flu while you are pregnant it could mean your baby is born prematurely or has a low birth weight, and may even lead to stillbirth or death in the first week of life. Having the flu vaccine will not only protect you but also your unborn baby. Some of the immunity from your body will pass across the placenta and protect your baby while they are inside you and during their first few weeks of life. This is called passive immunity.

Types of flu vaccines for patients:

Patients aged 65 years and over: will be given the **adjuvanted trivalent vaccine (aTIV)**. NHS England has recommended that the adjuvanted trivalent influenza vaccine (aTIV) be made available to all those aged 65 and over in 2018/19. This is the most effective vaccine currently available for this group. This reflects current JCVI advice and Green Book guidance published in December 2017 by Public Health England (PHE).

Patients aged 18 years and under 65 years at risk: will be given the **quadrivalent vaccine (QIV)**. NHS England has recommended that adults aged 18 to under 65 in clinical at-risk groups are offered the quadrivalent influenza vaccine (QIV) which protects against four strains of flu. This reflects current JCVI advice and Green Book guidance that was updated in October 2017.

Patients aged two years and over but not yet 18 years of age without a valid contra-indication: will be given **LAIV**, it is administered as a nasal spray.

Patients aged six months to two years and other at-risk children where LAIV is contra-indicated: will be given an alternative **quadrivalent inactivated influenza vaccine (QIV)**.

SHINGLES 2018: patients **AGED 70 YEARS/ ANYONE IN THEIR 70s** who was born after 1st September 1942 and has not yet received the vaccine. **AGED 78 or 79 YEARS** who has not yet been vaccinated.

Pertussis (Pregnant women): 16th week and before 32nd week of pregnancy.

PNEUMOCOCCAL [previously unvaccinated]:

- patients aged 65 years and over
- patients aged two to 64 years defined as at risk

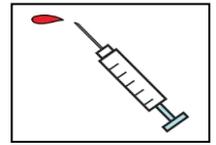
TO BOOK AN APPOINTMENT TELEPHONE: 01805 623222



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STAYING WARM THIS WINTER

Why is cold weather a problem?

When the temperature drops to below 8C, some people are at increased risk of: [heart attack](#), [stroke](#), [flu](#), [pneumonia](#), [falls](#) and injuries, [hypothermia](#). Cold weather can also affect people with mental health conditions, such as [depression](#) and [dementia](#). Very cold weather can affect anyone, particularly if you are vulnerable ie: older, on low income, disabled, pregnant etc.

Be prepared

The Met Office provides weather forecasts on radio and TV, so listen in to these bulletins regularly to keep up to date with the weather. Severe weather warnings are also issued on the [Met Office website](#), through the [Met Office Twitter feed](#), or you can call the Weather Desk on **0370 900 0100** or **01392 885 680**. The Met office also has advice on [getting ready for winter](#). This includes suggestions for practical things you can do to prepare for winter weather, including cold, ice and snow, high winds and flooding

How to keep your home warm

Follow these tips to keep you and your family warm and well at home:

- if you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C (65F)
- keep your bedroom at 18C all night if you can – and keep the bedroom window closed
- during the day you may prefer your living room to be slightly warmer than 18C
- to reduce the risk of [sudden infant death syndrome \(SIDS\)](#), babies should sleep in rooms heated to between 16C and 20C
- if you're under 65, healthy and active, you can safely have your home cooler than 18C, if you're comfortable
- draw curtains at dusk and keep doors closed to block out draughts
- get your heating system checked regularly by a qualified professional

Help with heating costs

You may be able to claim financial and practical help with heating your home. Grants available include the [Winter Fuel Payment](#) and the [Cold Weather Payment](#).

For more information on cold weather benefits and the other help available, read the Financial help to heat your home section in the [Keep warm, keep well leaflet \(PDF, 329kb\)](#)

The Energy Saving Trust has advice on how to reduce bills and make your home more energy efficient. Find out more online from the [Energy Saving Trust](#) or call **020 7222 0101**.

Protect your heal in the cold

If you start to feel unwell, even if it's a cough or cold, don't wait until it gets more serious. You may seek advice from your [pharmacist](#) or follow these tips on keeping well in the cold:

- find out if you can get the [flu jab](#) for free on the NHS
- wear several layers of clothes rather than one chunky layer – clothes made from cotton, wool or fleecy fibres help to maintain body heat
- use a hot water bottle or electric blanket to keep warm in bed – but don't use both at the same time
- have at least one hot meal a day – eating regularly helps keep you warm; and make sure you have hot drinks regularly
- try not to sit still for more than an hour or so indoors – get up and stretch your legs
- stay active – even moderate exercise can help keep you warm
- wrap a scarf loosely around your mouth when outdoors – add a hat and wear shoes with a good grip, too. If you have a heart or respiratory problem, stay indoors during very cold weather
- Look in on vulnerable neighbours and relatives

Check up on older neighbours and relatives, and those with heart or respiratory (breathing) problems, to make sure they're safe and well.

If you're worried about a relative or elderly neighbour, contact your [local council](#) or call the Age UK helpline on 0800 678 1174 (8am-7pm every day). If you're concerned that the person may be suffering from hypothermia, contact [NHS 111](#).

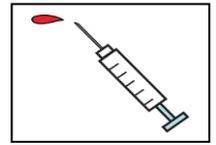
Information take from NHS UK:
<https://www.nhs.uk/live-well/healthy-body/keep-warm-keep-well/?tabname=body>



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LEG ULCER SERVICE

We have been treating patients for lower leg wounds for a good number of years but as of **1 September 2018** the provision of this care will change to Northern Devon NHS Healthcare Trust (NDHT).

We will no longer provide this service, nor for any annual recall service for leg ulcer review.

All existing patients being treated for lower leg wound will now be referred to NDHT together with all new patients whose wounds have not healed after four weeks of treatment by the surgery. If this is a recurrence of a leg ulcer you will have an immediate referral. NDHT community nurses will provide your leg ulcer treatment at leg ulcer clinics. At your first appointment they will undertake a full assessment including a Doppler ultrasound of your legs and start the appropriate treatment which may include dressings and support stockings or bandages.

The aim of the treatment is to work with you over the next twelve weeks to heal your leg ulcer. NDHT service is guided by the best evidence (NICE guidance) in leg ulcer healing and their approach is to work with patients in a way that supports the best outcomes for them.

In booking the first appointment NDHT will invite you to attend one of the many leg ulcer clinics which will be held every week at **Torrington Community Hospital**. Other venues may be offered as follows:

• *Bideford Community Hospital* • *Holsworthy Community Hospital* • *Rosebank Day Centre, Barnstaple* • *Tyrell Hospital, Ilfracombe* • *South Molton Community Hospital* • *Wallingbrook GP Practice*

More information about NDHT service can be found on their website www.northdevonhealth.nhs.uk/services/legulcer

What happens next? One of NDHT's community nursing team will shortly be in touch with patients to arrange an appointment for an assessment at one of their leg ulcer clinics. If patients have a condition that affects their mobility they will ask patients about this when they contact them.

CONTACT DETAILS: If patients have any questions, please get in touch with the community nursing team attached to your practice. The community nursing teams are available Monday to Friday 9am to 5pm, telephone number: **01805 624413**

STAFF NEWS

We are pleased to announce that Lucy Brown has been appointed and already started her role as a Clinical Pharmacist, employed to work across Castle Gardens Surgery, Torrington Health Centre, Wooda and Northam Surgeries. Once she has completed her training further details will be published regarding her working rota across the surgeries.

We are also pleased to have appointed a new **Relief Receptionist**, Jane Cullum, who will be joining us on 4th October 2018 to provide more support, particularly in covering staff absence in reception.

Closed for Staff Training: The surgery will be closed on: **Thursday 18th October 2018** afternoon between **1300-1800**, for staff training. When the practice is closed, you are able to contact the out of hours service by telephoning the Surgery. A recorded message will offer you the following information:

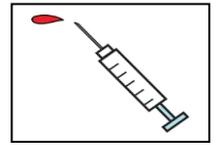
- For urgent medical advice when it's not a 999 emergency when we are closed telephone NHS111 on **111**.



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SNAPSHOTS SERVICE REMINDERS/ PATIENT INFORMATION

Improved Access service, Monday: 1830-2000 & Thursday 0800-0830: we have replaced our extended hours service with the Improved Access Service, for more detail *refer page 6*. This is prioritized for those people unable to attend during surgery hours due to work, with limited appointments with a GP and Healthcare Assistant.

ONCALL GP: we have "re-designed" clinics and hope that patients will support receptionists when asking questions to enable them to signpost patients to appropriate service, clinic, action etc.

Minor Injury Service: between 8.30am and 6.00pm, sit down and wait service.



Online Options- Booking Appointments/ Order Repeat Prescriptions: patients have the option to book appointments and order repeat prescriptions online. **This will only be available to those patients who register with a password for our system.**

Chlamydia: This is a not uncommon infection that one can have without knowing and in some circumstances can lead to fertility problems. Ask for a self-test kit from our nurses.

The Yellow sheet – self referral help sheet: Do take one of our useful NHS numbers sheets from our waiting room.



SMS Text Messaging: receive text message notices for the appointment notifications. *Please contact our receptionist for further information, alternatively please download forms from our website.* Patients who register will also receive **notification of our newsletter** which will be made available on our website.

DISPENSARY



Christmas Prescriptions: please plan ahead for Christmas and order well in advance of the Christmas period. Please note our closing times on the front page. Please remember that when ordering repeat prescriptions by phone or online, we need **3 CLEAR** working days to prepare prescriptions that are requested. **Prescriptions ordered on line at the weekend** will be ready for collection either from the surgery or Lloyds chemist on the following Wednesday afternoon.



PHARMACY2U: you may have received a leaflet in the post inviting you to get your repeat prescriptions from a company called **Pharmacy2U**. Here are some important facts about Pharmacy2U which we feel you should know:

- Pharmacy2U has nothing to do with us.
- Pharmacy2U is a distance selling (internet only) pharmacy based on an industrial estate.
- As a patient, you cannot have any face-to-face contact with Pharmacy2U. Distance selling pharmacies like this are only allowed to deal with patients by post, telephone or internet, not in person.
- Prescriptions from Pharmacy2U are delivered by Royal Mail, unlike your medications handed to you in the dispensary by a member of our team, or personally delivered to you by our own driver.
- In October 2015, Pharmacy2U was fined £130,000 for selling its patients' details to marketing companies including an Australian lottery. The Information Commissioners Office subsequently found that this data was used by the marketing companies to deliberately target elderly and vulnerable patients.
- Over Christmas 2015, Pharmacy2U failed to send out prescriptions for three weeks, leaving thousands of patients stranded without their essential medicines.
- In February 2017, the Care Quality Commission inspected Pharmacy2U and found that it was "not safe, effective or well led".

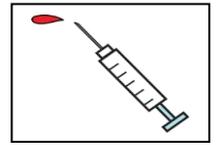
We believe that an internet business like Pharmacy2U is no substitute for your local dispensary. **Please support us to continue caring for you and your family by ignoring any correspondence from Pharmacy2U** and obtaining your prescriptions here at your local NHS dispensary. Thank you for your support



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IMPROVED ACCESS *replacing* Extended Hours

With effect Castle Gardens Surgery will no longer provide an extended hours service but will replace it with Improved Access which is:

- a collaboration of local North Devon GP practices are working together to offer patients better access to GP appointments across North Devon – that means you may be able to see a GP or practice nurse [or other health professional] at a time which is more convenient for you;
- the practices involved in providing this service across North Devon are:
Castle Gardens Surgery, Torrington Health Centre, Bideford Medical Centre, Wooda, Northam, Brannam, Black Torrington and Hartland in conjunction with Community Pharmacists.
- This service will cover a patient population of approximately 165,000 patients including patients from practices not involved with provision but excluding patients from Holsworthy, Hatherleigh and Shebbear who will be involved in another their own collaboration.
- Patients from our surgery will be, from 1st October 2018, able to book appointments to see a GP or practice nurse or other health professional in the evenings or at weekends from:
0800 to 2000, Monday to Friday am
1800 to 2000, Friday pm
0900 to 1230, Saturdays
0900 to 1200, Sundays
- There are now a range of ways you can get advice from a GP or practice nurse, including over the telephone and online. Speak to the practice receptionist or a member of the practice team to find out more;
- To arrange an appointment, speak to the practice receptionist or member of the practice team or call the practice on 01805 623222

RESPONSE TO PATIENT COMPLAINT Regarding GDPR and GOOGLE Maps

We received a complaint from an anonymised patient via online Friend and Family Test as follows:

On your privacy policy, you fail in the following areas:

You have no entry filed under section 8.0 for the Data Controller. - we have deliberately left as Data Controller in case of staff absences but staff will direct such queries to a nominated member of staff, in most instances, the Practice Manager.

You have no entry filed under section 9.0 for the Data Protection Officer: Bex Lovewell has been appointed as DPO, refer page 1 for details.

You fail to disclose that because of the embedded translate button, and the embedded Google map of the surgery location, that anybody who is signed into a Google account in their browser will be able to be have the practice linked as their likely source of medical care, in a personally identifiable manner.

Google have no need of that information, yet you are gifting it to them. – we have been advised that that Google does not gather data regarding a user's primary medical/healthcare provider and that the Google Maps and Translate API's load in such a way that the logged in user is not immediately visible. The fact that the map is being loaded doesn't mean anything to Google because it could be a user simply doing research, looking for an address to pick up a friend or all sorts of other reasons. Google gets much better data from other sources eg Chrome. Google does require **explicit permission from the user to link any sort of data to their Google account**, each and every setting/permission and bit of data can be controlled by the user within their own settings but nothing would be linked without explicit permission from the user."

We believe that it is patient's choice to use a google account for which patients take responsibility for usage and permissions set by the patient. Therefore, we feel there is no need to include anything in the Practice's Privacy Policy about the Google Maps or Translate features, as they do not send any form of personal data back to Google."