



Spring House DECEMBER Newsletter 2023

MESSAGE FROM THE PRACTICE MANAGER

After a challenging but thoroughly enjoyable 10 years managing Spring House, I have made the decision to take early retirement and will be leaving at the end of December 2023.

My replacement is very capable and will be joining the team from 1st February 2024. I am extremely confident that she will continue to maintain the high service currently provided by all our clinicians and admin teams. She is looking forward to joining.

I would like to wish you all a happy and healthy future and thank you for all your support to all my staff and I over these last 10 years.

CHRISTMAS SPRING HOUSE SURGERY HOURS:

CHRISTMAS EVE CLOSED

CHRISTMAS DAY CLOSED

BOXING DAY CLOSED

ENHANCED ACCESS:

CHRISTMAS EVE 0800-1400 OPEN

CHRISTMAS DAY CLOSED

BOXING DAY CLOSED

E-CONSULT SERVICE

How to break the 8am rush cycle please send us an e-consult and we will respond within 48 hours.

You can use this service to order medical certificates, prescription requests or just general enquiries. The response will be from a GP or an administrator whenever relevant.

ONLINE TELEPHONE APPOINTMENTS

We now offer online booking for telephone appointments. Our reception staff will send you a text message which will contain a link for you to access our system to book an appointment at a time convenient to you.

We are always looking at ways to improve our service to you and your suggestions and feedback are always welcome.

ON-LINE ACCESS TO MEDICAL RECORDS FOR OUR PATIENTS

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.

From the end of November 2023, Spring House are 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](#), [NHS website](#), or other [GP online services and apps](#), 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. You will only be able to see data from the go live date of 30th November and not historical records, at this stage.

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 30th November 23. 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. 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.

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.

There is also a link to a video to help explain. Please click on the link below.

https://youtu.be/cWfIW9_DHjU

There is also an easy read leaflet available.