

# May 2016 newsletter from Park View Health Partnership

## Getting access to your medical record

All patients over 16 years of age have the opportunity to make and cancel appointments online, access their medication to request repeat prescriptions and view their allergy and immunization records online. Patients who registered for online access prior to 31 March 2016 had all of this functionality made available to them. Since 31 March 2016 when the practice had to comply with new regulations regarding patient access to their records, only medication and allergies are automatically available which Park View Health Partnership regards as a retrograde step. We are happy to grant access to patients to their immunisation records online, but you will have to email us or call us to ask us to enable (or re-enable) this. Unfortunately this change was out of our hands. Please note that it is practice policy that we do not allow patient access rights to anyone for patients under 16.

## The practice inspection

As you know, Park View Health partnership was inspected on 15 March 2016. However we are still awaiting the draft report so cannot yet let you know their findings.

## Accessible patient information standard – what it means to you.

The aim of the Standard is to provide people who have a disability, impairment or sensory loss with information that they can easily read or understand. This will involve ensuring that information can be made available in different formats, eg in large print, braille or via a British Sign Language (BSL) interpreter. We currently are able to identify and record information and communication needs when patients first contact and register with the practice. But we also need to identify and record information and communication needs as part of ongoing contact by patients already registered. If you feel you need assistance with the information that we provide, please do contact us or ask someone to raise this for you on your behalf. From 31 July 2016, it will be a requirement for practices to identify all patients' information/communication needs, how those needs will be met and to record the details clearly and in a set way, flagging patients' notes accordingly, so your help in doing this would be appreciated.

## New non-emergency Patient Transport Service (PTS)

On Friday 01 April 2016 a new Patient Transport Service went live across Sussex. The new service is provided by Coperforma. However, the standard of service provided by Coperforma during the first few days of the new Sussex Patient Transport Service was not acceptable and both Coperforma and the Sussex CCGs have issued a public apology to all affected patients.

- The CCGs recognise that the first few days of the new non-emergency Sussex Patient

Transport Service were not acceptable.

- This is due to a number of complex issues, including problems with data and booking information.
- The Sussex CCGs apologise to all patients and users of the service.
- While some issues do remain, the management and staff of Coperforma have demonstrated a determination to put things right and improve the quality of services being provided to patients.
- The CCGs assure you that we are taking this situation very seriously and are working with the new provider Coperforma, and our partners, to ensure the service meets the needs of our population as quickly as possible.
- Because Coperforma are still experiencing a high volume of telephone calls on both their healthcare staff line and patient line - with patients calling to confirm transport booked for several weeks' time – they are asking that telephone calls are only made in relation to transport needed within the next 48hrs as a temporary measure to help alleviate these pressures.

#### **Making bookings:**

**Patient:** The patient telephone booking number remains the same – 0300-111-2131.

**Online booking:** Coperforma's innovative online Booking Portal will enable all users, including patients, to book, administer and monitor patient transport much more efficiently.

**To access the online booking system:** From April 1, contact the Booking Centre phone line (as above) and call centre staff will set users up on the portal. Once registered this is the booking portal link to use: [www.sussex.transportforpatients.uk](http://www.sussex.transportforpatients.uk).

**Training video:** Additional help can be found in this video on how to use the system: <https://vimeo.com/158642089/0134bd1d59>

Feel free to call the Booking Centre if you require any further information or support.

## The good news

Our nurse who has been on long term absence returned in May.

We welcome a new GP Dr Maya McNairn who some of you may already know as she has been working at Park View as a locum GP. She will regularly work all day Mondays and Tuesday afternoons and be part of the Dr Miarkowski/Dr Hughes buddy team.