



HEALTH MATTERS

ACCESS TO YOUR RECORD

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.

We're now letting you see all the information within your health record automatically. If you are over 16 and have an online account, such as through the NHS App, NHS website, or another online primary care service, you will now be able to see all future notes and health records from your doctor (GP). Some people can already access this feature, this won't change for you.

This means that you will be able to see notes from your appointments, as well as test results and any letters that are saved on your records. This only applies to records from your GP, not from hospitals or other specialists. You will only be able to see information from 1st November 2022. For most people, access will be automatic, and you won't need to do anything.

Your GP may talk to you to discuss test results before you are able to see some of your information on the app. Your GP may also talk to you before your full records access is given to make sure that having access is of benefit to you. There might be some sensitive information on your record, so you should talk to your doctor if you have any concerns.

These changes only apply to people with online accounts. If you do not want an online account, you can still access your health records by requesting this information through 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, so no one is able to access your information except you. You'll need to make sure you protect your login details. Don't 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.

North Street
Calne
Wiltshire SN11 0HH
Tel: 01249 812141
www.northlands-surgery.co.uk

Covid Working: patients attending a respiratory appointment or patients with Covid symptoms, are encouraged to wear a face covering, where possible. Clinicians will wear a mask during these appointments, or if you wish them to wear one. All other patients are not required to wear a face mask unless this is a personal preference.

Opening Times:

Visit the Surgery Monday - Friday:
8.30am - 6.00pm

Or telephone between:
8.30am - 5.30pm

Or 24/7 via Online Access to make/cancel appointments, order repeat prescriptions, access your medical record etc at a time to suit you.

Surgery Times (by appointment):

Monday - Thursday
8.30am - 12.30pm
2.00pm - 6.00pm
6.30pm - 8.00pm
Friday
8.30am - 12.30pm
2.00pm - 6.00pm

Out of Hours Service: I I I

Our Doctors:

Dr R Leach MA BM BCh MRCGP DRCOG
Dr E Tully MB BCh BAO DFRSH MRCGP
Dr N Ware MB BS BSc DRCOG MRCGP
Dr J Dalton BM MRCGP DFRSH DCH
Dr N Abel BM BS MRCGP
Dr T Chambers BSc MBChB DRCOG MRCGP
Dr L Garnham MB ChB

Trainees:

Dr E Burke MB BCh
Dr I Pierry MB ChB
Dr C Isaac MB MS

Our Nurse Practitioners:

Advanced Nurse Practitioner Anita Peake
Advanced Nurse Practitioner: Charlotte King
Nurse Practitioner: Kathy Lenehan

Our Pharmacy Techs:

Katy Griffin Sharon Hunt

Our Care-Coordinator:

Steph Coulson

Our Community Connectors:

Liz Denbury Veronica Shaw

Our First Contact Physios:

Tom Hirst Justine Hanson

POD

(Prescription Ordering Direct)
tel: 0300 3035090 or email:
bswccg.podemergency@nhs.net

NORTHLANDS WEAR IT PINK 21.10.22

.....we had a lovely day and raised over £80 to support Breast Cancer Awareness



Please stay Breast Aware - if you find a lump, let us know so that we can offer you a Same-Day Appointment. For information and support, please go to [Breast cancer in women - NHS \(www.nhs.uk\)](https://www.nhs.uk) or [Breast cancer | Macmillan Cancer Support](https://www.macmillan.org.uk)

PATIENT PARTICIPATION GROUP 2022-23 PATIENT SURVEY

Northlands patients are invited to take part in our Annual Survey which is taking place throughout October and November 2022. This was compiled in consultation with our Patient Participation Group. Your answers are anonymous and will only be used to improve the Northlands patient experience. It should take no longer than 5 minutes to complete the survey online via <https://www.surveymonkey.co.uk/r/ZFR8HVS> (link also on our website www.northlands-surgery.co.uk) or paper copies available at the surgery.

Thank you very much for helping us - your views are important and we hope we can go from strength to strength by working in partnership with the PPG to address patients' key concerns.

Thank you for your help!