



MIDDLESTOWN PATIENT PARTICIPATION GROUP

Newsletter



Winter 2015/16

PROXY ACCESS TO ONLINE PATIENT RECORDS

Proxy access refers to access to online services by someone acting on behalf of the patient. Practices must consider the following when providing access to those other than the patient.

Competent adults: As per the Mental Capacity Act 2005, patients over 16 are presumed to have the capacity and should be given appropriate access to online services.

Children: There is an incorrect assumption that parents have an automatic right to proxy access for children under 16. Current guidance is clear that parents/guardians only have access rights up to age 11.

11-16 years: Proxy access should be deactivated when a patient turns 11. The child should be invited to discuss access prior to their 11th birthday. An assessment of the child's capacity should be made; if they lack capacity proxy access can be reinstated. Those who make independent and informed decisions should be actively involved in decisions about who can access their information. This may result in their proxy having access to make appointments and order repeat scripts. However, for items such as the contraceptive pill the child may request the information is not seen.

16-18 years: Proxy access should automatically switch off for parents when their child is 16. Where a child 16-18 appears to lack the capacity to manage their healthcare needs GPs may decide proxy access should remain with the parents/ guardian.

Parental responsibility: Where access is requested by an estranged parent the same process as above should be followed. If the child lacks capacity the practice must clarify and seek evidence of parental responsibility. A collaborative approach should always be encouraged and, where one parent has proxy access, it is recommended they be notified of the other's request. They do not have the right to oppose it. However, if the requesting parent has had their parental responsibility revoked or access would be detrimental to the child, the other parent may provide evidence of this. The final decision is down to the GP after considering the information to which they have access.

Adult patients who lack capacity: Where a patient has a Lasting Power of Attorney (LPA) or a deputyship has been ordered by the Court of Protection, proxy access can be provided to the nominated person. Where these arrangements are not in place next of kin or carers may request proxy access. It is the GP's responsibility to ensure access is only given where necessary and it is in the patient's best interest.

Patient Advice & Liaison Service

A patient reported that they were told by Pinderfields Hospital that they had missed their appointment. However, they had never received notification of the appointment. On being told they would have to go back to their GP and be referred again, they contacted the Patient Advice and Liaison Service (PALS). They very quickly sorted out the problem and the patient had a new appointment within a couple of weeks.

If you find a problem with your hospital visit contact PALS and they will give you advice on how to resolve issues.

Contact them on 0800 525 270 or at westyorkspals@nhs.net

Rightsteps Free Wellbeing workshops

Free wellbeing workshops are offered for anyone over the age of 18, registered with a Wakefield GP. On the following Tuesday afternoons at 1pm, a workshop is being held at Middlestown Medical Centre which will focus on different topics of mental health:

- Assertiveness (09/02/16)
- Mindfulness and Relaxation (15/03/16)
- Coping with Anxiety in the Menopause (12/04/16)
- Improving Your Sleep (10/05/16)

These sessions are run by qualified therapists, who will provide useful advice on how to cope with common problems. We hope that by encouraging people to be more aware of different coping strategies, we can prevent small problems from becoming more unmanageable further down the line.

Please see the leaflets in the waiting room at Middlestown for more information. Call 01924 234 860 for further information, or to book a place on any of the workshops.

Knowing where to look for handy health information.....there's an app for that!

It's the middle of the night, you don't feel well and you reach for your phone to 'Google' the symptoms only to read conflicting, sometimes terrifying advice. A common scenario many of us have experienced before.

Here in Wakefield, there's an amazing free app for your phone or tablet device known as the HealthPod app that gives you local expert health and wellbeing information right at your fingertips. It's packed with a handy NHS symptoms checker, a health problem A-Z and a directory full of useful groups and telephone numbers for whenever you need advice, plus much more.

Search and download 'HealthPod app' in your device's app store or scan the QR code here.



Have you seen the HealthPod out and about on your travels?



It's a mobile health and wellbeing service (that looks a bit like an igloo) offering blood pressure checks, risk assessments for diabetes and screening for irregular heart beat known as atrial fibrillation.

Health partners from across Wakefield join the HealthPod on its travels so it's always worth a visit when it's next in town. Visit www.westwakefieldhealthandwellbeing.nhs.uk/services/healthpod/ to see where it is next.

AGE UK WAKEFIELD DISTRICT will provide a personalised assessment to identify the needs of clients before developing a joint action plan.

We provide a range of help and interventions such as:

- Emergency practical support (shopping, heating, food)
- Information advice and Advocacy support & Befriending
- One to One support
- Group/peer support

We provide specialist voluntary sector services such as:

- Advocacy
- Benefits Advice (maximised income of 2.7million last year)
- Macmillan Survivorship Programme
- Bereavement Advice Support Service (BASS) over 18yrs
- Hospital Discharge Service (Social Contact Scheme)
- Hospital to Home transport service

Other services we provide are:

- Befriending (Social isolation)
- Social activity groups
- Health and wellbeing groups
- Internet shopping service
- Home Support Service (paid for service)
- Volunteering
- Retail
- Refer/signpost to other VCS services within the district - Alzheimer's Society, Sight Aid, Community Anchor sites etc.

Come along to Middlestown on Thursday 28 January between 9-11am and meet representatives from Age UK



Next Newsletter due 18 April. Next Event 28 April.

Age UK and the Care Navigation Team will be at Middlestown on Thursday 28 January 9-11am - do come along & talk to them.



For completing our feedback form following our October Event. (Picture below) You appear to be happy with these events and very pleased to receive the free goody bags.



Flockton surgery - if you are visiting the surgery in Flockton you can now park at the Sun Inn (when the chain is not across). Thank you to the Sun for allowing us to do this.

ONE DAY EVENTS 2016

- January: Looking after yourself
- April: Mental Health Awareness
- July: Looking after your Heart and Skin
- October: Helping your mobility

Keep an eye on our Noticeboards, Newsletters and Website for more details of these events

You can also view this Newsletter on our PPG webpage at www.middlestownmedicalcentre.nhs.uk Please pass this Newsletter on to family or friends after you have finished with it.