**PPG Newsletter –June 2018**

**Keeping your online health and social care records safe and secure**

From 2015, everyone in England has been able to access to their GP medical records online. Many other health and social care organisations are providing access to records too, and some people are creating their own health records online.

Each health and social care organisation that you have contact with keeps records about you.

If you sign up to have access to your records, you will be able to see them using a computer or a mobile device like a phone or tablet.

There can be great benefits from having access to your health and social care records online. But your records contain personal and sometimes sensitive information, so it’s important to keep them safe.

You should take the same care with your health and social care records as you do if you use online banking.

To find out more about your records, talk to your record provider – the organisation that gives you access to the records they hold about you (such as your GP surgery, hospital or social care organisation.)

To read more go to www.nhs.uk/records.

For more information about online safety, go to [www.getsafeonline.org](http://www.getsafeonline.org)

**Data Protection – on 25 May the new General Data Protection Regulation came into force.**

On 25 May 2018 most processing of personal data by organisations will have to comply with the General Data Protection Regulation.

The GDPR specifies what individuals have a right to be informed about when organisations collect and use personal data. Among other things organisations must tell people why they collect their data, who it is to be shared with and how long it is proposed to be kept for.

At a glance GDPR

* Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the GDPR.
* Organisations must provide individuals with information ‘privacy information’. including: the purposes for processing their personal data, retention periods for that personal data, and who it will be shared with.
* Organisations must provide privacy information to individuals at the time collect their personal data from them.
* If Organisations obtain personal data from other sources, they must provide individuals with privacy information within a reasonable period of obtaining the data and no later than one month.
* There are a few circumstances when Organisations do not need to provide people with privacy information, such as if an individual already has the information or if it would involve a disproportionate effort to provide it to them.
* The information provided to people must be concise, transparent, intelligible, easily accessible, and it must use clear and plain

The ICO\* has published [detailed guidance on the right to be informed](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/the-right-to-be-informed/) and consent.

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-be-informed/>

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/consent/>

\*The Information Commissioners Office ([https://ico.org.uk/) t](https://ico.org.uk/)%20t)he UK’s independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

**Just a tick – going on holiday!**

Ticks which carry Lyme disease are now found in twice as many parts of the UK than a decade ago.

Lyme disease is a bacterial infection that is passed to humans (and dogs) by ticks.

Early symptoms of Lyme disease can include headaches, fevers and a ring or bullseye -shaped rash often on the part of the body where the tick has attached itself.

In the longer term without early treatment Lyme disease patients can experience chronic fatigue, joint pain, or numbness and memory problems.

There are many simple ways to protect against ticks and they can be safely extracted with tweezers or a special tick removal tool. Prevention is best achieved by using insect repellent, wearing long trousers sticking to well trodden paths and avoiding overgrown areas.

If caught early Lyme disease can be treated with a few weeks of antibiotics – so keep alert when walking the dog this holiday!

**Friends and Family Test Results**

The data below shows how likely our patients are to recommend our practice to friends and family. If you wish to fill out a Friends and Family Test Questionnaire a form can be obtained from reception.

March 2018 April 2018 May 2018

Extremely likely 42 40 43

Likely 8 8 4

Neither likely nor unlikely 0 0 2

Unlikely 0 1 0

Extremely Unlikely 0 1 0

Don’t know 0 0 1

**DNA Data**

The data below shows how many appointments were wasted due to patients not attending. If you’re unable to attend your appointment please let the surgery know so we can offer the appointment to someone else.

March 2018: 7hrs 50m (47 appointments)

April 2018: 8hrs 0m (48 appointments)

May 2018: 6hrs 30m (39 appointments)

 **Orchard Practice** **Red Suite Patient Participation Group**

Red Suite PPG meets 4 times a year .

We are looking for new members . Why don’t you give it a try and make your views known .

**Remaing indicative dates/times for 2018 are :-**

**12 June 2018 @17.30**

**11  September 2018 @17.30**

**13 November @ 12.30pm**

**Orchard Practice** **Red Suite** **PPG**

**June 2018**