

# GREENSAND SURGERY

## NEWSLETTER – DECEMBER 2011

What is now available on our website  
[www.greensandsurgery.co.uk](http://www.greensandsurgery.co.uk)



**Appointments -**  
GP Appointments – Same Day and Pre-bookable  
Midwife Appointments and Blood test appointments are all available to book online.

A link will re-direct you to our clinical system.  
Please ask the receptionist for your user name and password



**Travel Questionnaire –** You can now complete this online a link will re-direct you to our clinical system. Please ask the receptionist for your user name and password.  
You can also download the questionnaire from the website.



**Repeat prescriptions request –** Patient's taking regular medication can order this online.



**Change of address –** Let us know where you are moving to by a click of a button



**Cancellation service –** If you are unable to attend appointment please fill in the cancellation form.



**Test results –** If you had a test taken at the surgery, you can ask for the results online.



**New to the area –** You can now register online instead of coming in.

The following services are available once you are registered to use our online services



**Virtual Patient Group -** We are also encouraging patients to join our virtual group on our website. All you need to do is click on the icon on the home page and answer a few questions.  
We welcome your comments and suggestions

### FAQ's - WEBSITE

Please note these questions exclude making and cancelling appointments.

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#### Q. Can I Sign Up online?

**A. Yes.** You will sign up to use the online services online via a secure network.

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#### Q. How do I get started?

**A. First of all** you will need to sign up to use online services. This only takes minutes.

When you have entered your details the system will email a password to you which will enable you to log in.

When you log in for the first time please change your password to something you will remember.

You will need this password to use the system again in the future and to check on responses from the practice.

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#### Q. Do I need to come into the surgery in order to sign up?

**A. No.** The whole process can take place online.

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#### Q. Can more than one person use the same email address to sign up to online services?

**A. Yes.** You may sign up using the same email address as your partner for example. You will receive unique passwords for each account created but email correspondence will be sent to the same email address for all registered accounts, unless you opt out of this during sign up.

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**Q. Will my responses get sent to my email address?**

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**A.** If you wish to be notified that there are new responses waiting then, during the sign up process, you can request an email to be sent to you whenever there is a new response. The email does not contain any private information - it only informs you that there is a response waiting for you and that you should login to view it. During the sign up process, you can choose not to have emails sent notifying you of a response waiting; therefore you will need to check your account for responses.

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**Q. How do I opt in / out of Email Notification?**

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**A.** You can choose whether to receive email notifications that you have a response waiting. This can be changed at any time. Whilst logged into your online services account, you will see a menu on the left side of the screen titled 'Maintenance', click on the option titled 'Change Options'. Here you can choose to be notified by email whenever a request has been processed by the practice. This email will only alert you that you have a response waiting and will not contain the response information. Tick or untick the box to make your choice.

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**Q. How do I make a request?**

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**A.** To make a request you will first need to login. You will then be shown a list of services available to you. Select the service you want to request.

You will be prompted for information about the request. When you complete the request, the request is sent to the practice. The practice handles the requests during their normal working day.

Once the practice has processed your request they will send you a response either acknowledging the request or containing the information you require.

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**Q. When can I use this service?**

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**A.** You may use this service at any time, 24 hours a day, 7 days a week, even when the practice is closed. However you should not use this service for emergencies or urgent requests. In these circumstances always contact the practice by phone immediately, or if the practice is closed, the Out Of Hours service. The telephone numbers are on the home page. If you make a request when the surgery is closed, they will deal with your request when they are next open.

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**Q. I am a carer, can I make requests for the person I care for?**

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**A.** Yes. If you are a registered carer with the surgery you can create an online services account

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**Appointments 01525-631391**

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and request medication for the person you care for.

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**Q. How do I change my password?**

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**A.** You should login to the online services as normal. There will be a menu located at the top of the screen, here you will see a tab titled 'Change Password' click here and follow the simple instructions. Once your password has been changed you will be automatically logged out of the system and will need to log back in using your new password.

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**Q. How do I change my email address?**

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**A.** You should login to the online services as normal. There will be a menu located at the top of the screen, here you will see a tab titled 'Change Email Address' click here and follow the simple instructions. Once your email address has been changed, you will be automatically logged out of the system. You will be sent an email to your NEW email address with a new password. This is for security reasons. You will need to retrieve this new password from your inbox and log on with your NEW email address and automated password. You can of course change your password to something more memorable once logged in.

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**Q. What do I do if I have lost my password?**

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**A.** If you have lost your password, please go to the [online services login screen](#) and fill out the form on the right titled 'Forgotten your Password'. A new password will then be emailed to your registered email address.

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**Q. Why can't I just email you my request?**

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**A.** Email is not a secure method of communication. The online services send your requests as encrypted information through the secure system to the practice. This means that your personal details will not be intercepted and will be delivered safely to the practice. This secure system also means that the practice can reply to your request in the same way, safely and securely online.

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**Q. What do I do if I have technical difficulties?**

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**A.** If you have any technical difficulties with using the services for Test Results, Change of Personal Details or Repeat Prescriptions such as an inability to "log-on", please contact [info@siliconpractice.co.uk](mailto:info@siliconpractice.co.uk) who will be able to help you

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**CHRISTMAS OPENING TIMES**

**Wednesday 21<sup>st</sup> December** – Normal surgery but last date to order your repeat medication to receive it for Christmas

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**Emergencies/enquiries 01525-631390**

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## PLEASE REMEMBER TO ORDER YOUR MEDICATION IN GOOD TIME.

We need two full working days to process your request.

We will only issue one month supply as normal and will only give two months if we are informed patients are going away for the festive season.

The Out of Hours organisation reported unprecedented number of calls last year from patients requesting repeat medication.

Thursday 22<sup>nd</sup> December – Normal surgery

Friday 23<sup>rd</sup> December – Normal surgery

Monday 26<sup>th</sup> December – Bank Holiday -Closed

Tuesday 27<sup>th</sup> December – Bank Holiday-Closed

**Wednesday 28<sup>th</sup> December – Normal Surgery – but last date to order your repeat medication to receive it for New Year**

Thursday 29<sup>th</sup> December – Normal Surgery

Friday 30<sup>th</sup> December – Normal Surgery

Monday 2<sup>nd</sup> January – Bank Holiday -Closed

Tuesday 3<sup>rd</sup> January – Normal Surgery

Please ask your local chemist about their opening hours over the festive season because some will be closed from Saturday 24<sup>th</sup> December to Wednesday 28<sup>th</sup> December.

## PATIENT PARTICIPATION GROUP

We are sad to say after 6½ years the group is being suspended due to the lack of interest. Over the years the group has come up with suggestions and ideas that have helped the practice improve services. They have helped with this newsletter, flu clinics, surveys as well as organising the Practice Christmas raffles.

We would like to say a big thank you to all the members for their contribution especially to Ted as Chair.

We are hoping that this is not the end of the group completely but a new beginning as we would like to promote the virtual group and in time the practice could do an annual or six monthly events.

## SUGGESTION BOX



Please let us know of any comments or suggestions. You can do this by posting them in the box in the waiting room or by joining our virtual patient group. We welcome any ideas on how we can improve our services to you. We will not

necessarily get back to you, but we will consider any useful suggestions and update you via our practice Newsletter.

- ✚ Patient suggested having a bike rack outside the practice. To encourage patients who are able to bike to the practice instead of drive. As the practice is a tenant of the property, this suggestion has been put to the Trust.

## PATIENT PARTICIPATION GROUP

Reception area. The PPG has been working with the practice and the PCT over the last 18 months to improve the reception/waiting area. It has been raised a number of times by patients in respect of overcrowding, confidentiality, access by disabled and people with mobility issues. Finally after all this time we have managed to get a case put forward to improve this area to accommodate all the issues described above. However with the current budgetary issues we are unable to get that work completed in this financial year, but we have been promised that this work will be started and completed in the middle of 2012. This will mean some short term inconvenience in the waiting area, but the results will be worthwhile.

## Primary and secondary liver cancer

Primary liver cancer is cancer that begins inside the liver. This article focuses on primary liver cancer.

Secondary liver cancer is cancer that starts in another part of the body, such as the bowel, before spreading to the liver. The Macmillan Cancer Support website has more information about [secondary liver cancer](#).

Primary liver cancer is a rare but serious type of cancer that mostly affects older people. The initial symptoms of liver cancer are often vague and non-specific. They include:

- unexplained weight loss
- nausea (feeling sick)
- vomiting
- tiredness
- [jaundice](#) – yellowing of the skin and the whites of the eyes

In many cases, cancer of the liver does not cause noticeable symptoms until it has reached an advanced stage. See [Liver cancer - symptoms](#) for more information about the possible warning signs of liver cancer and when to contact your GP.

## The liver

The liver is one of the most complex organs in the human body and it performs more than 500 functions. Some of the liver's most important functions include:

- digesting proteins and fats
- removing toxins (poisons) from the body
- helping to control blood clotting (thickening)
- releasing bile, a liquid that breaks down fats and aids digestion

Liver cancer is a serious condition because it can disrupt these functions or cause them to fail completely, which could prove fatal.

### How common is liver cancer?

Liver cancer is rare in England, but much more common in other parts of the world (see box, left).

In England, an estimated 2,750 new cases of liver cancer are diagnosed each year. Around 60% of cases affect men and 40% affect women. The number of people who are affected by liver cancer rises sharply with age: 70% of cases involve people who are 65 or older.

Risk factors for liver cancer include:

- [alcohol misuse](#) – drinking more than the recommended amount of alcohol
- [hepatitis B](#) or [hepatitis C](#) viral infections
- [obesity](#) – when a person's body mass index (BMI) is 30 or more

### Non-alcoholic fatty liver disease

The reason obesity is a risk factor for liver cancer is that over time, high levels of fat in the body can damage the liver, similar to the way in which alcohol damages the liver. The medical term for this type of liver damage is non-alcoholic fatty liver disease.

People with [type 2 diabetes](#) also have a higher risk of developing non-alcoholic fatty liver disease and liver cancer.

Over the past 15 years, rates of liver cancer in England have risen by 70% as a result of the above risk factors becoming more widespread. In particular, this is due to alcohol misuse, obesity and type 2 diabetes.

### Screening

As liver cancer is a relatively rare condition, there is currently no national routine NHS screening programme for it because it would not be an effective use of resources.

However, regular check-ups for liver cancer (known as 'surveillance') are recommended for people known to have a high risk of developing the condition, such as those with a confirmed hepatitis C infection or those who have had cirrhosis (scarring of the liver) as a result of alcohol misuse, diabetes or obesity.

If you are in a high-risk group for developing liver cancer, having regular check-ups will help to

ensure that the condition is diagnosed early. The earlier that liver cancer is diagnosed, the more effective the treatment is likely to be.

See [Liver cancer - diagnosis](#) for more advice about when screening for liver cancer is recommended.

### Outlook

Generally, the outlook for people with liver cancer is poor. This is because the majority of cases are detected at quite a late stage. However, if a cancer is diagnosed at an early stage, treatment options include:

- **surgical resection** – surgery is used to remove a section of liver
- **liver transplant** – the liver is replaced with a donor liver
- **radiofrequency ablation** – a small electrical current is used to destroy the cancerous cells

See [Liver cancer - treatment](#) for more information about surgical resection, liver transplant and radiofrequency ablation.

However, these curative treatment options may not always be possible even if the cancer is diagnosed early. This is either because the liver is too damaged by scarring (cirrhosis) to survive ablation or resection of the tumour, or the person is not well enough to withstand the effects of a liver transplant.

Currently, only 1 in 10 people is diagnosed for liver cancer at an early stage. In most people who are diagnosed with liver cancer, the cancer has advanced too far to be cured. As a result, only 1 in 5 people live for a least a year after being diagnosed with liver cancer. Just 1 in 20 people live for at least five years.

However, it is hoped that this trend can be reversed as surveillance for liver cancer among high-risk groups becomes more widespread.