GDPR - What does it all mean?

The General Data Protection Regulation (GDPR) is a new regulation in EU law on data protection and privacy for all individuals within the European Union.

It came into effect in the UK on the 25th May 2018. The GDPR applies to all organisations that use personal data including the NHS.

Personal data includes names, addresses, telephone numbers, dates of birth and GP and hospital numbers.

The aim of the GDPR is to protect all EU citizens from privacy and data breaches in an increasingly data-driven world that is vastly different from the time in which the 1995 directive was established. It is the most important change in data privacy regulation in 20 years.

OK, but how does it affect me?

The GDPR makes two important changes to individuals’ right of access to data about them. Firstly, the time period for complying with requests for access to medical records has been reduced from 40 days to one month. Secondly, except for repeated or excessive requests, the practice will not charge individuals for responding to these requests.

Other key changes for General Practice under GDPR:

- Practices must keep and maintain up-to-date records of the data flows from the practice and establish their legal basis for processing data
- Data protection policies and procedures must be in place
- More information is required in 'privacy notices' for patients
- There is a legal requirement to report certain data breaches
- There are significantly increased financial penalties for breaches as well as non-compliance
- Practices must designate a Data Protection Officer.
- Our current DPO is Sobia Hussain who is Business Manager of Smartcare federation

Features in this Issue

- New GDPR data rules
- Disease focus: Bipolar disorder
- Self-help group: Ovarian cancer action
- Nuts and bolts: Medicines prescriptions
- SMARTCARE Happy Hub

Staff changes

We would like to warmly welcome Ellie Gough who has recently joined our administrative team at Moor Green Lane Surgery. Dr. Hannah Fitzpatrick completes her training at MGL at the end of July, but the good news is that rather than saying goodbye to her we are pleased to announce that Dr. Fitzpatrick will continue to work at MGL as a GP principle.

New services

Screen Star NHS news bulletins that we have just launched! Our TV screen in the waiting room will now provide up to date NHS news and health messages that we hope you will find useful. Please give us feedback and tell us what you think of the information provided.

Remember you can access our website for easy access to more online services e.g. appointment booking, Friends and family test, medical records etc. log onto www.moorgreenlanemc.nhs.uk

Edited by Dr. H Fitzpatrick
**Meds & Bolts (Prescriptions)**

- Please remember we do not allow your pharmacist to order medication on your behalf. You can email us, make a request online or bring your request to reception to order your repeat medication. Please remember to do this before your medication is due to run out! We allow 48 hours to process a repeat prescription and 72 hours for a hospital prescription.
- **Do you know about the Electronic Prescriptions Service (EPS)?**
  We can send your prescriptions directly to the pharmacy electronically so you no longer have to visit us to pick up your paper prescription. It may also save time at the pharmacy as your medication will be waiting for you to collect. All you need to do is nominate a pharmacy of your choice and let us know. This can be a pharmacy near to where you live, work or shop. You can change your nomination at any time.
  EPS is reliable, secure and confidential. It will not only save you time but also save considerable amounts of paper!
  For more information about our prescription service please go onto our website or speak to a member of reception staff.
- **Is your medication review due?** Please bring ALL your medication when asked to attend your appointment including those you buy over the counter.
- **No phone request please:** We do not take prescription requests over the phone for accuracy and confidentiality. You can post, fax email and also order online via our website www.moorgreenlanemc.nhs.uk.
- **Blister packs – who needs them?**
  Medicines in a blister packs are for patients who have difficulty remembering to take their medication and there is nobody to help administer their medicines. More info please pick up a leaflet from reception.

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**Birmingham SmartCare is excited to introduce a new service ‘B Happy Hub’ which links patients to local community services!**

Often patients present at GP practices with non-medical related issues e.g. housing, debt advice etc. These issues frequently impact on an individual’s wellbeing; and if the patient has a long-term condition, this further erodes into their wellbeing, and therefore further makes managing their long-term condition even more challenging.

The aim of this novel programme is to support individuals and GP practices with the concept of well-being and address some of the issues highlighted.

The focus of this scheme is on people who are isolated, facing physical or mental ill-health. These factors often result in individuals lacking confidence, and the inability in some circumstances to develop skills or qualifications.

The project will aim to work with such individuals to **empower** them to manage such challenges and move forward.

This unique model of integrated services forms the basis of **social prescribing** and enables people to tackle both immediate and deep-rooted issues.

Birmingham Smartcare will also aim to link in with individuals who have the potential to develop **volunteer skills**, to go on to support the wider community. In doing so this will enable those individuals to develop and learn new skills and improve their wellbeing. If interested, please ask at reception for more information.
**Disease focus – Bipolar disorder**
Bipolar disorder formerly known as ‘manic depression’, is a condition that affects a person’s mood, which swings from one extreme to another. People with bipolar disorder have periods of **depression** when they feel very low and lethargic and periods of **mania** when they feel very high and overactive.

**Depression**
A patient may be initially be diagnosed with clinical depression before having a future manic episode (sometimes years later), after which they may be diagnosed with bipolar disorder. During an episode of depression, they may have overwhelming feelings of worthlessness, which can potentially lead to thoughts of self-harm and suicide.

**Mania**
During a manic phase of bipolar disorder, a patient may feel very happy and have lots of energy, ambitious plans and ideas. They may spend large amounts of money on things they can't afford and wouldn't normally want.
Not feeling like eating or sleeping, talking quickly and becoming annoyed easily are also common characteristics of this phase.
They may feel very creative and view the manic phase of bipolar as a positive experience. However, they may also experience symptoms of psychosis, where they see or hear things that aren't there or become convinced of things that aren't true.
Unlike simple mood swings, each extreme episode of bipolar disorder can last for several weeks or even longer, and some people may not experience a "normal" mood very often.

**Cause and demographics**
The exact cause of bipolar disorder is unknown, although it's believed a number of things can trigger an episode. Extreme stress, overwhelming problems and life-changing events are thought to contribute, as well as genetic and chemical factors.
Bipolar disorder is fairly common and **one in every 100 adults will be diagnosed** with the condition at some point in their life.
Bipolar disorder can occur at any age, although it often develops between the ages of 15 and 19 and rarely develops after 40. Men and women are equally likely to develop the condition.

**Treatment**
The high and low phases of bipolar disorder are often so extreme that they interfere with everyday life. However, there are several options for treating bipolar disorder that can make a difference. They aim to control the effects of an episode and help someone with bipolar disorder live life as normally as possible.
The following treatment options are available:
- medication known as **mood stabilisers** taken every day on a long-term basis e.g. Lithium
- **psychological treatment** - such as talking therapy -cognitive behavior therapy
- lifestyle and self-help advice - such as regular exercise, improving diet and getting more sleep
Using a combination of different treatment methods is the best way to control bipolar disorder.

If you're feeling suicidal or having severe depressive symptoms, please contact us as soon as possible. For further support the Samaritans are available 24/7 on 116 123. More info [https://www.bipolaruk.org/](https://www.bipolaruk.org/)
Ovarian Cancer Action is a UK charity dedicated to beating the 6th most common cancer in women.

“A woman dies from ovarian cancer every 2 hours, yet the diagnosis and treatment lags behind other types of cancer. And we think this is unacceptable.

We fund research that saves lives. From developing better treatments so women with the disease can live longer, to developing a screening tool to ensure it is caught in its earliest stage.

We raise awareness. With no national screening programme and a low survival rate it’s vital that everyone is educated about the disease and its symptoms so cases can be identified early. Women diagnosed at stage 1 have a 90% survival rate compared to 19% at stage 3.

We campaign for change. We are committed to preventing hereditary ovarian cancer and continue to campaign to ensure that all women at high risk have access to genetic testing.

Our mission is to stop women dying of ovarian cancer but we can’t do it alone.

Join us. Fight with us. Act Now.”

For information, support or to get involved see: https://ovarian.org.uk

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In the next issue (don’t miss it!)

- Disease focus – Raynaud’s
- Self-help group – Bipolar UK
- GP surgery: Nuts and bolts - referral to specialist
- Extended access – Smartcare federation new extended access scheme explained
- 70 years of NHS – NHS in numbers

Remember you can access practice information 24 hours of the day click: www.nhs.choices or www.moorgreenlanemc.nhs.uk