



*A Very Merry Christmas  
and a Happy New Year to  
All Our Patients*

**EYE HEALTH CENTRE  
WINTER 2017**  
[www.eyehealthcentre.co.uk](http://www.eyehealthcentre.co.uk)

**Health Matters**

## **PATIENT SATISFACTION SURVEY 2017**

Why should I complete this survey?

As a practice, we are always striving to provide our patients with the best possible experience when visiting or communicating with the Practice. Your views are important to us and will enable us to take account of any issues you might want us to deal with. In this way, we hope to improve the service we offer based on your answers.

Please follow the link to complete the survey <https://www.surveymonkey.co.uk/r/LDD7ZBK>

Thank you for helping us to help you.

Deadline for return: 31 January 2018

### **Care Navigator**

Practices across the Ipswich and East Suffolk region are currently undertaking training to become Care Navigators. Our receptionists will be trained in this role very soon.

Their role will be to make sure every person contacting the surgery is helped in a way that is right for them, linking patients to the right person, at the right time, right away. In order to connect people with the right person, care navigators will need to ask everyone why they are calling so that they can arrange the right care or support for every individual. Maintaining patient confidentiality and privacy is paramount. All telephone conversations with care navigators will take place in private and patients will not be asked to have discussions about their healthcare needs face to face in front of other patients.

We would like to ask for your support for this new role which will enable patients to go straight to the service which best meets their health and wellbeing needs.

### **RECORD SHARING**

**Summary Care Record** - GP's use your Summary Care Record to share basic medical information with other healthcare staff treating you. We need your permission to add more information to help support your care. For us to be able to do this we need you to complete one of our 'Who can see my health record?' forms .

**Electronic Health Record** - This is held by your GP. It can also be made available to health and social care staff if they are involved in your Direct Care and you have given them your permission to look at your record. This also allows your GP to see how other staff are supporting and treating you. We need your permission to be able to do this.

Consent forms are available from the Health Centre or via the Health Centre Website [www.eyehealthcentre.co.uk](http://www.eyehealthcentre.co.uk)  
See Practice Information or Links