

Stethoscope

Great Harwood Medical Group PPG Newsletter

12th Edition - November 2017



Great Harwood Health Centre

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 Seasons Greetings

*From your Patient Participation Group and
all at Great Harwood Medical Group*

You might notice some differences in what your GP prescribes for you

We recently consulted with you, our patients, about some of the things we prescribe. As a result of the feedback we received we are making some changes.

From 1st October 2017 we will:

Restrict the prescribing of medicines and treatments which are available to buy over the counter for minor ailments and short-term, self-limiting conditions. These include:



Headlice treatment
Painkillers for minor aches and pains



Moisturisers and sun creams
Antihistamine treatments



Indigestion remedies for occasional use
Tonics, health supplements and vitamins

For more information please ask at reception for a leaflet or visit the NHS Choices website www.nhs.uk for more information on self-care.

Blood Tests



A Community Phlebotomy Service has been commissioned by East Lancs CCG as an initial 12-month pilot, and will be delivered by the East Lancs Union of GPs (EU) to patients across the CCG area. The service has been introduced as an additional facility for patients who require a blood test sooner than their practice can provide.

Clinic Locations

One session per week will be held in each locality within the CCG area, and patients can book into any of the sessions. Clinics will run outside of normal core hours between 6 pm and 8 pm through the week.

Burnley

Manchester Road Surgery, Manchester Road, Burnley, BB11 4HP

Pendle

Reedyford Healthcare Group, Yarnspillers PHCC, Carr Road, Nelson, BB9 7SR

Pendle View Practice, Arthur Street, Brierfield, BB9 5RZ

Rossendale

Ilex View Practice, Rawtenstall PHCC, Bacup Road, Rawtenstall, BB4 7PL

Irwell Medical Practice, Irwell Mill, Bacup, OL13 9NR

Hyndburn

Higher Heys Surgery, Oswaldtwistle, BB5 3BP

Blackburn Road Surgery, Blackburn Road, Accrington, BB5 0AL

Ribble Valley

Pendleside Practice, Clitheroe HC, Railway Road, Clitheroe, BB7 2JG

Castle Medical Group, Clitheroe HC, Railway Road, Clitheroe, BB7 2JG

APPOINTMENTS CAN BE BOOKED THROUGH OUR RECEPTION DESK

NEWS RELEASE

29 August 2017

Care navigators to help support patients get to the right service faster

GP practices in Hyndburn are piloting a new scheme in the borough to help support and guide patients to access the most appropriate service.

This scheme is called Care Navigation. Care navigators are GP receptionists and admin staff who have been given specialist training in order to help them direct patients to the right health professional first time.

Michelle Pilling, Lay Member Patient and Public Involvement, and Deputy Chair at NHSEast Lancashire Clinical Commissioning Group, said: "Across East Lancashire we are working hard to make sure that when people need to see a GP, they have access to one quickly and in a way that suits them, be that in person or over the phone. We know that sometimes patients find navigating health services difficult and in some cases the GP practice might not even be the right place at all for the query. Sometimes patients could be seen and treated quicker by a nurse, dentist or a pharmacist for example. That's where care navigation comes in.

"It's about giving patients choice, and supporting and guiding them with the right information about other health care professionals who have the expertise to deal with a problem; often quicker and without the need to see the GP each time."

Care navigation is a tried and tested model of care that improves access to primary care services for patients and reduces GP pressures all in one. It allows front line staff to provide patients with more information about local health and wellbeing services, both within and outside of primary care, in a safe, effective way. Care navigation offers the patient 'choice, not triage' to access the most appropriate service first, which is not always the GP. It means that patients will find it easier to get a GP appointment when they need one.

When a patient contacts the practice, the care navigator will ask for a brief outline of the problem so they can identify the patient's need. This will allow the care navigator to refer to information about services in the practice, other NHS providers and the wider care and

support sector. Where appropriate, they will direct the patient to these services. Their goal is to ensure that patients get the right care at the right time in the right place with the right outcome. For example, when a patient presents with symptoms that would be better dealt with by another service such as a pharmacist or optician, patients can be confidently offered these choices, allowing them to go straight to the service which best meets their health and wellbeing needs. Care navigation will support practices and patients to make the best use of valuable NHS resources.

Five services will initially be available for care navigators to signpost to but as care navigation develops, more services will be introduced. These are:

- Nurse/advanced nurse practitioner
- Dental
- Optician
- Pharmacist
- Talking Therapies
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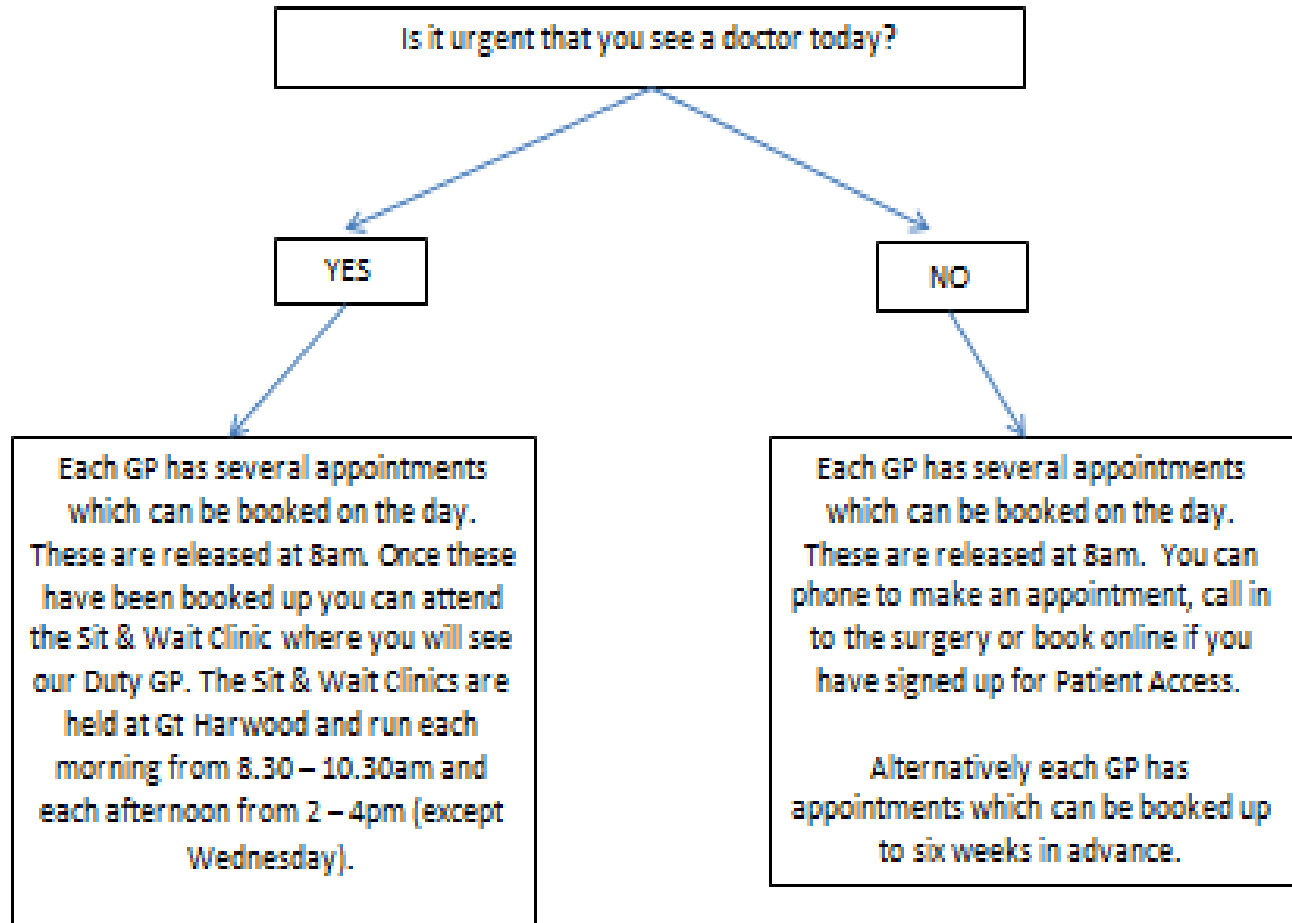
Care Navigation in Hyndburn will be launched throughout the autumn and will be gradually rolled out throughout East Lancashire by early next year.

Visit the Real Hyndburn website www.hyndburn.realtel.co.uk to find out more about the full range of services available locally.

ENDS

For more information please contact Shelley Prophet at
shelley.prophet@lancashireccsu.nhs.uk

**The appointment system at
Great Harwood Medical Group & High Street Surgery**



Our reception team make every effort to give you an appointment with the doctor of your choosing but unfortunately this will not always be possible. You may prefer to book an appointment via our website www.ghmg.org.uk. You will need to sign up for this at Reception.

Over 150 appointments each month are booked by patients who then fail to attend. Please let us know if you are no longer able to come at the time you have booked so that we can offer the appointment to another patient.

Please see overleaf on how to obtain treatment at any time.

Your treatment needs will vary according to:

- Severity of illness/ injury
- Urgency of need
- Time of day/ night

There are several options available to you and these are summarised below.

1. Pharmacy

Your local family doctor is the main point of contact for you and your family's health care. However, your local pharmacy can often give you instant advice, so you don't always need to make, and wait for, a doctor's appointment. Pharmacies are operated by fully qualified staff who are able to advise on many minor ailments and injuries. They will also advise if you should seek further help elsewhere.

Note - over-the-counter medicines, available from your pharmacy, often cost less than the price of a standard prescription.

2. GP surgery

Your local family doctor is still available to you should you prefer an appointment. However, there will be occasions when the surgery is closed, or an immediate appointment is not available. You should then consider the following alternatives:

3. Out of Hours 111 Service

The 111 Service exists for help and advice on how and where to find the most suitable treatment for your needs. You will be asked a series of questions on the telephone, which are aimed at finding out what these needs are, so that you can be advised what to do next. You may be referred to one of the following services, which you can also access yourself if you feel it is necessary:

4. Minor Injury Unit

This unit is able to deal with, for example, fractures, cuts, bruises, minor eye problems, burns, scalds and sprains, and is located at Accrington Victoria Hospital.

5. Urgent Care Centre

For serious conditions, such as broken bones or breathing difficulties that need urgent attention *but are not life threatening*. They are **NOT** for dental problems, cold symptoms, and upset stomachs **AND MUST NOT BE USED** to **OBTAIN** prescriptions.

Urgent Care Centres are located at Burnley General Hospital and the Royal Blackburn Hospital.

6. Emergency Dental Unit

For help finding an NHS dentist for both urgent and routine care please call the local dental helpline on 0845 53 33 230.

Emergency treatment is available at a dental unit in Accrington from 6pm to 10pm midweek, and during daytime hours at weekends. The helpline will be able to refer you to the most appropriate centre.

7. Accident & Emergency

Calling 999 or attending Accident & Emergency departments is for people who are seriously ill or whose life is in danger.

We'd love you to...



Have Your Say.....

We at the Patient Participation Group believe that it is important the patients of Great Harwood Medical Group



have their say.



Do you have anything you wish to pass on!
Maybe; an observation or something you think
needs looking into or praise for a job well done.

Let us know what you think – your opinion

Cut



Tear



Fill out this form, cut/tear out and post in the box on reception

Date.....

Your Comment

.....

.....

.....

.....

Your Name – Optional



JOIN YOUR PATIENT PARTICIPATION GROUP

- We are all volunteers who are passionate about Great Harwood Medical Group.
- We meet once every two months.
- We discuss issues that patients may have.
- It's our chance to ask questions of the GPs and Practice Manager.
- We find out about new developments within the practice and the NHS.

Contact Sarah (Practice Manager) in the first instance for details on 01254 617570 or sarah.lord@nhs.net



**We would like to welcome Sarah and Neola to
our Reception Team and our new GP Dr Gauge.**

**We would also like to welcome GP trainees
Dr Mohammed and Dr Williams and Medical
Students Farah and Saja.**

**We are sure you will make them feel
very welcome.**



Minutes In Brief from November's Meeting

- Dr Clarkson Senior Hospice Physician and Carol Swindells Head of Support & Wellbeing from East Lancs Hospice informed the group of the services available at East Lancs Hospice. For more details the Hospice can be contacted on 01254 287000, info@eastlancshospice.org.uk, www.eastlancshospice.org.uk.
- The clinical rooms at High Street have been renovated and the seating in the waiting area has been replaced.
- Lucy now has a dual role as Receptionist / Phlebotomist (blood taking).
- Changes to prescribing—see page 2 for details.
- Please see News Release on Care Navigation (pages 4-5) which the practice has signed up to commence later this year / early next year.
- The practice has formed a Primary Care Network with other local practices—this PCN is known as Hyndburn Rural.

Do you need the flu jab?

Asthma?

Heart
disease?

Diabetes?

Weakened
immune system?

Liver
disease?

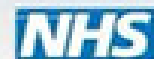
Lung
disease?

Kidney
disease?



If you have any of these conditions, you are also more likely to develop serious complications from flu, such as pneumonia. Contact your GP today to book your flu jab. It's quick, safe and free.

www.nhs.uk/flu



Get your Flu Shot!

