

Stethoscope

Great Harwood Medical Group PPG Newsletter

2nd Edition - May 2015



GREAT HARWOOD MEDICAL GROUP - NEWS

CQC Intelligent Monitoring Report

In December 2014 the Care Quality Commission published reports for each GP practice in the country on their website. The reports are known as Intelligent Monitoring Reports. The report reviews data for each practice, (eg Quality & Outcomes Framework, Patient Survey) and scores the practice in the following 3 areas:-

- Effective
- Responsive
- Caring.

Each GP practice has been categorised into one of six priority bands for inspection.

We are delighted to announce that Great Harwood Medical Group has been categorised as Band 6 which is the top banding. This means that the practice scored well in the above 3 areas and is in the lowest priority category.

If you would like to view the full report please go to the following address and type in our practice name:-

<http://www.cqc.org.uk/download/a-to-z/gp-imonitoring-november-2014>



Great Harwood Health Centre

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- In Brief - Minutes of recent PPG Meetings
- Practice News
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- And much more...

What is the Patient Participation Group (PPG)?

Patient participation groups, (PPG) are a body of people throughout England & Wales linked to General Practices.

PPGs are making a real difference across the UK and we are the most established group within Great Harwood.

The PPG are a group of volunteers working with the Practice to improve the services to patients, and to provide the patients' perspective. Along with Practice Manager (Sarah Lord) and Dr Grayson a steering group is now established.

The aim is to help patients to get the best service from their practice and, just as importantly, for the practice to respond to patients' ideas and needs.

This group has been running since 2011. The purpose is to ensure that our patients are involved in decisions about the range and quality of services we provide. If you would like to join our group please send an email to Sarah Lord our Practice Manager.

sarah.lord@nhs.net

GHMG PPG

Mission Statement

GHMG PPG is committed to improving the health care experience for all our patients.

Aims

- To participate in the health improvement of the local population
- To encourage patients to engage in their own healthcare

Objectives

- To have knowledge on issues that impact on health
- Being a signpost to other services/agencies
- Sharing experience & providing feedback
- Identifying areas with scope for improvement
- Highlighting excellence
- Turning knowledge into action
- Supporting change
- Bringing peers together for mutual encouragement
- Promoting self-management
- Linking into the community

In Brief - From The Minutes Of The First PPG AGM 31st March 2015

Welcome – Our new Chairman Mr. Mohammed Yasir gave a warm welcome to new and existing members.

Yearly Report - Our Secretary Mrs. Carol O'Brien gave an account of the PPG from January 2014 - March 2015.

We have been involved with;

The East Lancashire Clinical Commissioning Group's research into Dermatology programme. Held our 1st PPG Awareness Week. Produced handouts, a questionnaire for patients, collated the results and discussed any appropriate action.

Backed the National Campaign/Petition - 'Put Patients First Back General Practice'.

Started a programme of recycling unwanted medicines to send to Africa through 'Intercare'. Our first outside speaker was; Mrs Michelle Pilling – (Lay advisor for quality & patient experience) who talked about where the CCG is now, the work planned/underway and how patients are involved in the commissioning cycle.

In December our first Edition of 'Stethoscope' was published.

We have sent £346.15(cost to the NHS) of recycled medication to Africa, through Intercare. There was a further £609.77 of medicines handed in but were not suitable to recycle. meaning the full total collected was £955.92.

Homewise in Accrington will recycle larger medical apparatus.

Took part in the Practice 'Family & Friends Test'.

Started to look at a possible 'befriending' project which GPs asked us to discuss.

Election of Officers 2015 - Chairman: Mohammed Yasir. Vice Chair: Sarah Lord (Practice Manager). Secretary: Carol O'Brien. IT/Newsletter: Gerald Whitehead.

Membership of the Group – We aim to cover all representatives, equitably and, where possible, cover all sections of the practice population. To look into updating our Facebook page to attract the younger age group.

Electronic membership is possible for those not able to attend meetings.

A feedback email is to be set up.

Activities of the Group – To look at collaborating with other PPGs. To continue with our bi-monthly newsletter 'Stethoscope'.

Open events/Talks/Patient contact & PPG Week –

To hold a talk on a health topic.

To conduct a survey with Patients during PPG Week 1st – 6th June 2015.

To hold a coffee morning with speakers from community organisations, specifically aimed at the older age groups. To liaise with our new over 75's nurse Miss Julia Miller.

The unusually long wait to see Drs recently was due to holidays and bank holidays. This will not be ongoing.

In Brief - From The Minutes Of The PPG Meeting following

The AGM 31st March 2015

Matters arising:

The practice will look into the Homewise dementia project and liaise with our new over 75's nurse Julia Miller.

In the news lately there has been a worrying article on data being sold. However, this is not personal data.

Aims of the Group – The next 12 months

Other than what has previously been documented we shall; keep abreast of current issues involving the Practice and patients. Implement 'toys' within reception.

AOB - A second defibrillator has been purchased by the Rotary Club for Great Harwood. These are located at The Leisure Hour Club and Bank Mill House. It is hoped that a third could be situated outside Great Harwood Medical Centre.

Great Harwood Medical Group

Routine appointments with a GP

Monday	08.30 - 11.30	14.30 - 18.00
Tuesday	08.30 - 11.30	14.30 - 18.00
Wednesday	08.30 - 11.30	15.00 - 18.00
Thursday	08.30 - 11.30	14.30 - 18.00
Friday	08.30 - 11.30	

Sit & wait appointments with Nurse Practitioner or GP.

Monday	08.30 - 10.30	14.30 - 16.30
Tuesday	08.30 - 10.30	14.30 - 16.30
Wednesday	08.30 - 10.30	
Thursday	08.30 - 10.30	14.30 - 16.30
Friday	08.30 - 10.30	14.30 - 16.30

Review appointments with Nurse Practitioner

Thursday 13.00 - 14.00

Appointment with Practice Nurse

Monday 08.30 - 16.00
Tuesday 10.15 - 18.00
Wednesday 08.30 - 11.30
Friday 08.30 - 11.00

Appointment with Health Care Assistant

Monday 10.30 - 18.00
Wednesday 08.00 - 12.00
Thursday 10.30 - 18.00
Friday 08.00 - 14.30

Minor surgery with Dr Tyagi

Thursday 14.00 - 16.30

Antenatal Midwife

Thursday 09.00 - 12.00

High Street Surgery Rishton

Routine appointments with a GP

Monday 08.40 - 11.30 15.30 - 18.00
Tuesday 08.40 - 11.30 15.30 - 18.00
Wednesday 08.40 - 11.30
Thursday 08.40 - 11.30
Friday 08.40 - 11.30 15.30 - 18.00

Appointment with Practice Nurse

Thursday 08.30 - 16.00

Appointment with Health Care Assistant

Tuesday 08.30 - 14.00

GPs

Dr Robert Grayson - Full Time. Specialises in chronic disease, men's health and Prescribing. Provides joint injections.

Dr Anil Tyagi - Full Time. Specialises in dermatology, men's health and minor surgery including joint injections.

Dr Lucy Radice - Part Time. Specialises in newborns, women's health including contraception. Provides contraceptive implants and coils.

Dr Jill Ireland - Part Time. Specialises in newborns, women's health including contraception. Provides contraceptive implants and coils, joint injections and ring pessaries.

Nurse Practitioner.

Jackie Whiteside - Runs Sit & Wait clinics. Can diagnose, prescribe and refer for specialist opinion or for investigations. Also provides appointments for cervical smears, contraceptive injections, review of skin conditions and reviews arranged by GP.

Practice Nurse.

Carol Flynn – Chronic disease management, hold weekly clinics for Diabetes and Respiratory (COPD & Asthma). Childhood vaccinations, contraceptive injections, cervical smears, ECG, travel vaccinations, weight management, swabs, shingles injections, zoladex injections.

Health Care Assistant

Sharon Green – Blood pressure monitoring, blood taking, B12 injections, flu and pneumonia injections, health checks, ECG, spirometry, glucose tolerance tests, new patient checks, urinalysis.

Antibiotic Resistance

Both the NHS and health organisations across the world are trying to reduce the use of antibiotics, especially for conditions that are not serious. This is to try to combat the problem of antibiotic resistance, which is when a strain of bacteria no longer responds to treatment with one or more types of antibiotics.

Antibiotic resistance can occur in several ways.

Strains of bacteria can mutate (change) and, over time, become resistant to a specific antibiotic. The chance of this increases if a person does not finish the course of antibiotics as some bacteria may be left to develop resistance.

Also, antibiotics can destroy many of the harmless strains of bacteria that live in and on the body. This allows resistant bacteria to multiply quickly and replace them.

The overuse of antibiotics in recent years has played a major part in antibiotic resistance. This includes using antibiotics to treat minor conditions that would have got better anyway. It has led to the emergence of 'superbugs'. These are strains of bacteria that have developed resistance to many different types of antibiotics.

Antibiotics help fight infection caused by bacteria. Antibiotics do not help against viral infections such as cold and flu.

What is the problem?

Antibiotic resistance is an everyday problem in all hospitals across England and Europe. The spread of resistant bacteria in hospitals is a major issue for patients' safety.

- Infections with antibiotic-resistant bacteria increase levels of disease and death, as well as the length of time people stay in hospitals.
- Inappropriate use of antibiotics may increasingly cause patients to become colonised or infected with resistant bacteria.
- Few new antibiotics are being developed. As resistance in bacteria grows, it will become more difficult to treat infection, and this affects patient care.

What is causing this problem?

Inappropriate use and prescribing of antibiotics is causing the development of resistance. Inappropriate use includes:

- Not taking your antibiotics as prescribed
- Skipping doses of antibiotics
- Not taking antibiotics at regular intervals
- Saving some for later

Inappropriate prescribing includes:-

- Unnecessary prescription of antibiotics
- Unsuitable use of broad-spectrum antibiotics
- Wrong selection of antibiotics and inappropriate duration of dose of antibiotics.

Smoking Cessation



Started 1st Thursday in February

It's not too late to join

ALL WELCOME

Great Harwood Health Centre - Each Monday at 11.00 - 6.30pm

High Street Surgery Rishton - Each Thursday at 8.30 - 12.00 noon

2 and 3 months prescription quantities

Dear patient,

You will note from your current prescription that your previous quantity of 2-3 months medication has been reduced to a four-week supply. Whilst we understand that this sometimes can be an unwelcome change, it is standard practice in the National Health Service and is the norm in all GP surgeries and other NHS services, to make sure your prescription is always up-to-date while avoiding possible mistakes and medicine wastage.

For convenience, we now offer electronic prescription issuing which means that your prescriptions will be sent directly to your chosen pharmacy by e-mail. This avoids you needing to come to the surgery to collect prescriptions and as well, medications can be ordered directly by the pharmacist each month and even delivered to you if you talk to your pharmacist about how to do this.

Those of us who pay a prescription charge will save significantly with a prescription prepayment certificate (PPC), if you have two prescribed items or more per month. You can order one of these if you go to their website on;
www.nhsbsa.nhs.uk/HealthCosts/2131.aspx

£3m 'wasted' on unnecessary prescriptions

AROUND £3.5million is wasted in East Lancashire every year by people obtaining medicines they do not use.

Community health chiefs have launched a waste medicine campaign to cut down on the needless expenditure.

It is mainly caused by repeat prescriptions being ordered and collected when they are no longer needed by the patient.

Health bosses said that £2.5million was wasted in Burnley, Hyndburn, Pendle, Rossendale and the Ribble Valley, combined with £1million in Blackburn with Darwen. They said the money could pay for 700 hip replacements, 490 heart bypass operations, 4,900 cataract removals or 105 community nurses. They hope the campaign to make patients think twice about whether they need their repeat prescription will help save money for the NHS so that more money can be invested in local community healthcare throughout East Lancashire.

Catherine Harding, head of medicine management for East Lancashire CCG, said: "In the North West region as a whole, wasted medication is costing the NHS more than £40million every year. Many repeat prescriptions are ordered by habit when not everything is either needed or necessary any more. The result is that the medicine is ultimately wasted and has to be disposed of."

GPs and pharmacists across East Lancashire have joined together to tackle the problem.

Lindsay Holden from Blackburn with Darwen Teaching PCCG said: "People with repeat prescriptions will be reminded to only order what they need.

"Once medicines have been dispensed they cannot be recycled and have to be thrown."



**Re-Use Not Refuse
Unit 21, Arndale Centre
ACCRINGTON
Lancashire BB5 1PL
Tel: 01254 382696
Email: in-**



Independent Living Aids Recycling Centre

We recycle small aids no longer needed e.g. perching stools, toilet frames, raised toilet seats etc. in order to give those people who have to pay for their equipment a choice of purchasing reconditioned items. All products are cleaned and checked before being sold on for a fraction of the cost of new items – as we are a non profit making organisation all profits are put back into our services.

Opening Hours Re-use Not Refuse

Tuesday 9.30 am – 1.00pm

Thursday 9.30 am – 1.00pm

Friday 9.30 am – 1.00 pm

**POLICE
COMMUNITY SUPPORT
OFFICER**

PCSO 7000 Chris McKiernan
Great Harwood Police Station
Hesketh Street, Great Harwood, BB6 7DW
Telephone: 01254 353334

mailto:- Greatharwood.NPT@lancashire.pnn.police.uk

YOUR PPG IS SUPPORTING;

InterCare **IC+**
MEDICAL AID FOR AFRICA

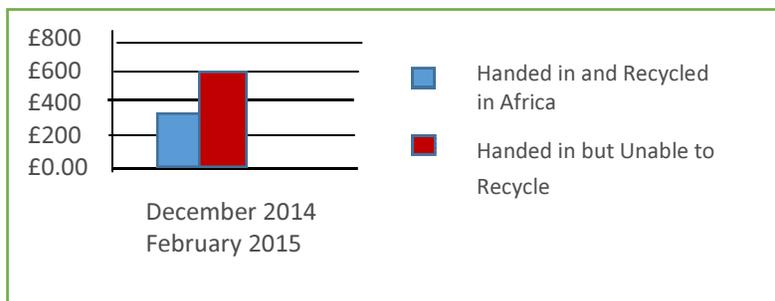


Donate your unwanted medicines



Hand in all your unwanted medicines at Reception. They must have at least 15 months life left on them. See poster in Reception for acceptable items.

Thanks to everyone who has already handed in unwanted medication



Carers Link – will be coming to our practice to discuss how they can help the many patients who are carers. They will also be able to give support and benefits advice.

They will be in attendance at:-

Great Harwood Medical Group - 2nd Tuesday of each month
Drop in facility between 8.30am - 9.00am and 5pm - 6pm.
Appointments can be made by telephoning 0345 688 7113

High Street Surgery Rishton - 1st & 3rd Monday of the month
Drop in facility between 8.30am - 9.00am and 5pm - 6pm.
Appointments can be made by telephoning 0345 688 7113

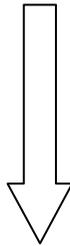


The practice is keen to get feedback from all patients on what they consider to be the most important core values.

Please send your views to the PPG via email: feedback.ghmg@nhs.net or by posting your comments in the box at Reception.

We really will listen

If you don't believe us see below



You asked us to provide toys to help keep children happy whilst waiting in reception.

WE LISTENED

We worked with the Practice and Buildings Manager and we now have permission and would like



We will accept 'good quality small toys' and hard page books which can be wiped clean. No soft, broken or noisy toys will be accepted. Please hand in any donations at reception. **THANK YOU**

Your comments really do matter and we will listen