

Stethoscope

Great Harwood Medical Group PPG Newsletter

3rd Edition - July/August 2015

IMPORTANT NEW CHANGES TO ORDERING PRESCRIPTIONS

STARTING 1st JULY 2015

In order to make our prescription service safer, from 1st July 2015 the staff at Gt Harwood Medical Group and High Street Surgery will not be taking any requests for prescriptions over the telephone.

All future requests for prescriptions will need to be ordered in the following ways:-

Through your pharmacist.

Via our website: www.ghmg.org.uk

By email: ghmg@nhs.net

By fax: 01254 617573

Or by dropping your completed repeat medication slip in the prescription box in the main entrance.

The local pharmacies will still be able to take requests over the phone.

Cont...



Great Harwood Health Centre

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- Treating Allergies
- And much more...

The reasons for this change are as follows:

The most important is that it is **safer**. Pharmacists have staff that are particularly well trained in handling medication requests. Some telephone messages to the surgery are not clear and can involve a great deal of time and effort in checking and chasing up correct drug details and the correct dosages.

This system will reduce the number of phone calls to the surgery. It will be easier for patients phoning for appointments, advice or in urgent need of help to get through.

Together with other practices in the area and nationally we have been encouraging people not to ring for prescriptions. We now intend to take this further as it has been found to lead to safer prescribing and improved telephone access.

Your Patient Participation Group

Profile of the Chairman – Mohammed Yasir



I work as a pharmacist at MY Pharmacy in Great Harwood and have been a Great Harwood resident all my life.

I feel passionately about our NHS and am aware of the difficulties it is facing. Being a part of the PPG allows me to have input into the service we receive and help shape the future for a more efficient service.

I deal with both patients and GHMG and therefore have an insight into the difficulties faced by all parties. I strongly believe that by patients, pharmacies and doctors surgeries working together we can get the best from the NHS.



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;

The Great Harwood Medical Group - 2nd Tuesday of each month

Drop in facility between 5pm - 6pm.

Appointments can be made by telephoning 0345 688 7113

High Street Rishton - 1st Monday of the month

Drop in facility between 5pm - 6pm.

Appointments can be made by telephoning 0345 688 7113

Members were reminded that if this service is not used then it could be withdrawn.

Pharmacy First

How can I access the scheme?

You will need a Pharmacy First Patient Record Card. You can obtain one from your GP practice or a participating pharmacy.

Whenever you need to use the scheme, you are encouraged to access the service through the same pharmacy wherever possible.

You must present your record card to obtain a supply. Failure to present your record card may result in a refusal of supply.

Possession of a patient record card does not allow you to demand a supply. The pharmacy will advise you about your condition and may recommend alternative treatments to those available through the scheme.

Pharmacy First

Important & relevant information

Not all community pharmacies provide this service.

You can obtain a patient record card at the participating community pharmacies.

Misuse of this scheme may result in you being disallowed future access to the scheme.

Pharmacy First

We are taking part in: A Community Pharmacy Minor Ailment Scheme



INFORMATION LEAFLET

Surgery / Pharmacy Stamp:

Great Harwood Medical Group
The Health Centre
Water Street
Great Harwood
Blackburn
BB6 7QR
Tel: 01254 617570

We are taking part in Pharmacy First

Pharmacy First

How does the scheme work?

The scheme means you may not need to wait for an appointment to see your doctor. Instead you can choose to go to a pharmacy for advice & treatment.

- Small quantities of a limited range of medicines are available through the scheme. Age limits apply to some conditions.
- If you do not usually pay for your prescriptions, your pharmacy will be able to supply medicines free of charge under the scheme.
- If you receive a medicine through the scheme, you will need to sign a form provided by the pharmacy.
- Using the scheme does not prevent you from seeing your doctor if you wish to do so.
- The pharmacist may refer you back to the doctor if they are unable to offer treatment e.g. if the illness is not treatable through the scheme or the medicine available through the scheme is inappropriate.

Pharmacy First

What are the minor conditions?

You could access the Community Pharmacy Minor Ailments Scheme if you are suffering from a range of conditions, such as:

- Allergies
- Colds & Flu
- Cold Sores (oral)
- Conjunctivitis
- Nasal Congestion
- Fever
- Pain Relief (back, headache or sore throat)
- Temperature
- Vaginal Thrush (adults)

*Please check with the pharmacy for an up to date list of conditions that are available through the scheme.



“Right Treatment Right Place”

Pharmacy First

What will I be asked at the pharmacy?

You will be asked questions about your symptoms and any other medication you may currently be taking. This is to make sure that any medicines you may be given are suitable for you. Any details you give to your pharmacist are confidential.

The pharmacist will also tell you the best way to take the medicine and of any other possible ways to manage your ailment.

NOT EVERYONE WILL NEED MEDICATION.

Any medicine supplied is only for you.

Your medicine may not be right for someone else, even if they have similar symptoms.

MANY PHARMACIES ARE OPEN IN THE EVENING AND AT WEEKENDS



YOUR PPG IS SUPPORTING;

InterCare **IC+**

MEDICAL AID FOR AFRICA

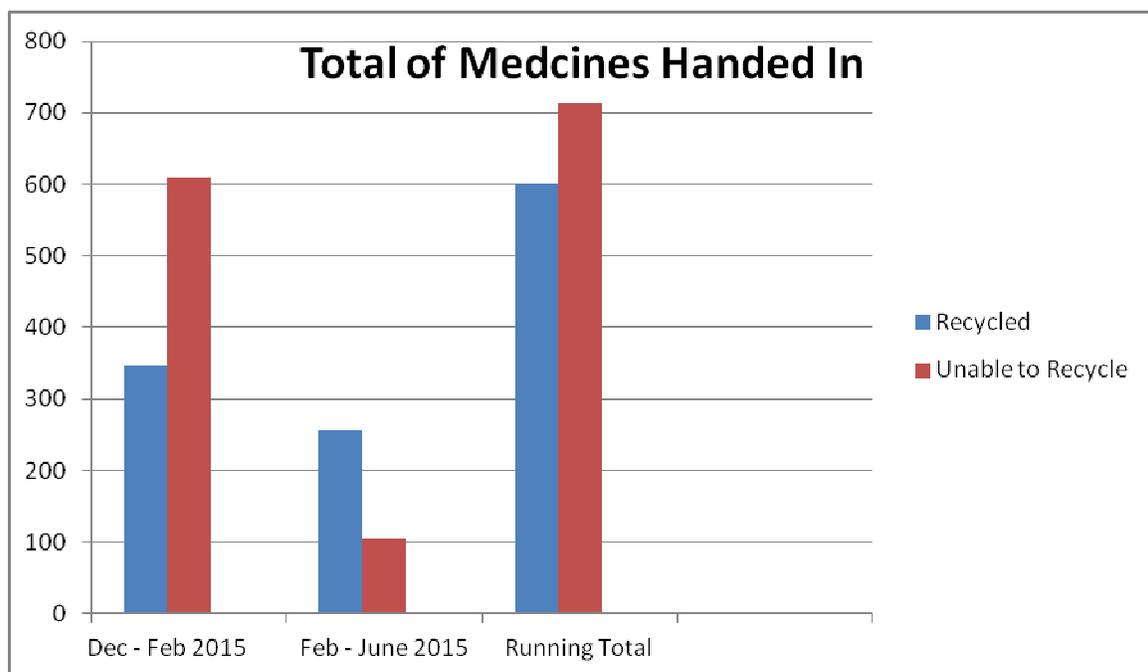


Donate your unwanted medicines



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 everyone for your handed in unwanted medicines



Treating allergies

The best treatment for an allergy depends on which allergen is causing the reaction.

In some cases, avoiding the substance is the most effective way of managing an allergy.

Medication

Most treatments are available over the counter, but always ask your pharmacist for advice before starting any new medication.

Antihistamines

Antihistamines treat allergies by blocking the action of the chemical histamine, which the body releases when it thinks it is under attack from an allergen. Antihistamines can be taken in tablet, cream or liquid form, or as eye drops or nasal sprays.

Nasal sprays can be used to reduce swelling and irritation in your nose, and eye drops will help to relieve sore, itchy eyes. Some sprays and drops are only suitable for adults, so always ask your pharmacist for advice before buying treatments for yourself or your children.

Decongestants

Decongestants help to relieve a blocked nose, which is often caused by hay fever, a dust allergy or a pet allergy. Decongestants can be taken as tablets, capsules, nasal sprays or liquids. They should not be used long term.

Preventing Hayfever

Hay fever affects around one in four people in the UK. Maureen Jenkins, Clinical Director of Allergy UK, offers some tips on avoiding the causes and reducing your symptoms.



"The main triggers of hay fever are tree and grass pollen," says Maureen. "Pollen from weeds and shrubs can also trigger symptoms. The pollen count is always higher on hot, dry days. Fungal spores are around on most mild damp days, but are particularly high after harvesting and in the autumn."

The following tips can help you avoid pollen and lessen the chances of hay fever.

Don't mow your lawn

Ideally, if grass makes you sneeze, ask someone else to mow your lawn when the pollen count is high. "If you react to grass and you spend time on the lawn, you'll get breathing symptoms and often also hives," says Maureen.

Create a barrier

Smear a nasal barrier balm inside your nostrils, or use a drug-free nasal spray or dab of petroleum jelly (such as Vaseline) to prevent pollen sticking to the lining of your nose. Ask your pharmacist about nasal barrier balms and nasal sprays.

Time it right

If possible, avoid outside activity when the air is warming up and cooling down as pollen count is highest at these times, around 8-10am and 5-7pm.

Shut the windows

Don't drive with the windows open, as this will allow pollen to come in. Open bedroom windows at night, but close them when you get up in the morning.

Damp dust regularly

Dusting with a damp or microfibre cloth will collect dust and stop any pollen from becoming airborne.

Wash your hair

"Pollen is sticky and may be in your hair," says Maureen. "It can then transfer to your pillow and affect you during the night. If you've been out in the evening, wash your hair and change your clothes before going into the bedroom."

Vacuum

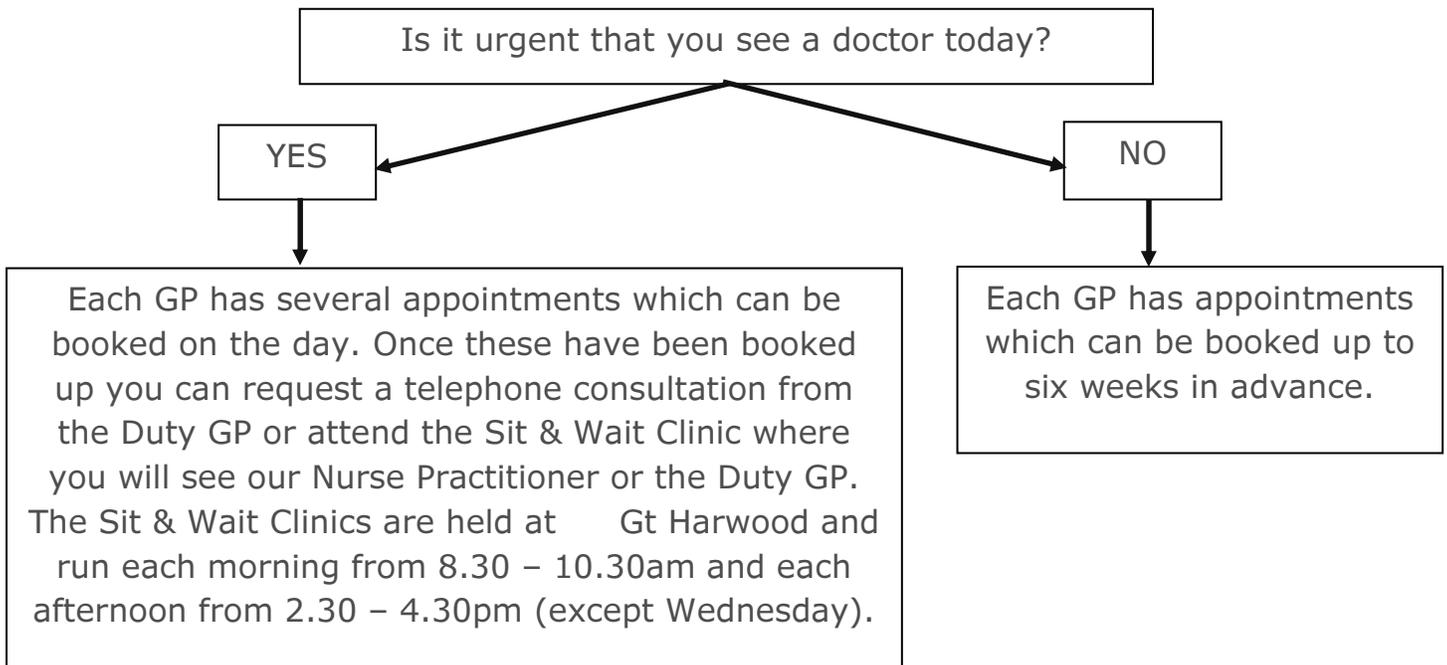
Pollen can live in carpet, so make sure you vacuum regularly

Think about your medication

Talk to your pharmacist about your hay fever, if your symptoms are not controlled by your current treatment.

"Non-sedating **antihistamines** may be adequate for mild or intermittent hay fever symptoms, but many people will need to use a steroid nasal spray (available from a pharmacy or prescribed by a GP) to treat the inflammation in the nose caused by hay fever," says Maureen. "This must be used regularly, and relief will be felt after a few days. It should be continued once or twice daily until the hay fever season is over."

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 100 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.



GREAT HARWOOD MEDICAL GROUP - NEWS

Missed Appointments

Each month on average 128 appointments are missed which is equivalent to one full week of a doctors time or a cost to the practice of £2000 each and every month. Across the whole NHS wasted GP appointments drain the service of £250million a year.

Patients who fail to cancel appointments have a growing impact on waiting times, with some forced to wait up to four weeks.

The practice is trying to help patients keep their appointment by sending text reminders and giving patients the opportunity to cancel by text message, email or via our website as well as in person or by phone.

It is important for patients to realise that not turning up to appointments can have a big impact on the care and treatment we are able to give other patients. It wastes Doctors' and Nurses' time too, which costs taxpayers money.

Patient care is always at the top of our agenda. That's why we are doing everything we can to make our service match with people's lifestyles and the technology they use, to give more people easy access to the services they need. We hope our patients will do their bit too by making sure they attend or cancel appointments in good time. That way, everybody benefits.



where everyone comes together to share/learn new skills

There are now over 90 people in attendance with 60 enrolling.
£15 per person but a reduction is given for a husband and wife.
This is for the whole of Hyndburn not just Great Harwood. Interest
Groups Include; local history, singing for pleasure, theatre, book group,
French conversation, walking, bridge for beginners, let's do lunch, quilt-
ing, science/geology, communication with digital devices

Meetings held once a month

Next Meeting 14th August 2015

At

Trinity URC/Methodist, King Street, Great Harwood, BB6 7NJ

For more information Contact;

Secretary; Jennifer Holden 01254 883517

In Brief - From The Minutes Of The PPG 19th May 2015

Sarah Lord (Practice Manager) - practice updates; more details can be seen in the newsletter; 'Put Pharmacy First – for minor ailments', new appointment systems and a new system for ordering repeat prescriptions.

Also discussed with Sarah; the recent telephone upgrade where patients will hear an updated recorded message detailing the practice provision, ordering prescriptions and receiving test results.

Some members were concerned to learn that the online access system is run by a third party. Sarah assured us that all NHS approved partner providers have the highest level of security safeguards in place.

Toys are now starting to come in and we now have enough for both practices.

A network of Hyndburn PPG's, are looking to get together and share ideas and best practise.

A coffee morning was arranged for Monday 1st June (to coincide with PPG Week) within the reception of both practices for members to give out our newsletter and highlight our existence.

It was noted that patients are raising the issue of having to wait lengthy periods for the Sit & wait clinic. This is unfortunately unavoidable due to the nature of the clinic.

If the Carers link appointments are not used then we will lose the sessions (more info within this edition).

Seven day opening was discussed but there are no plans to extend opening hours at the moment.

The waiting time for your preferred GP was discussed and this is why we introduced same day appointments and telephone consultations with each GP along with the sit & wait clinic with the Nurse Practitioner.

Patients who usually attend the Rishton surgery can attend the Gt. Harwood sit & wait clinics, they will also be encouraged to join the PPG. Newsletters will also be available to them.

Next Meeting

Tuesday 11th August 2015 at 2.00pm in Great Harwood Medical Group Library

Full minutes are available on line or you can ask for a copy at reception.

Why Not pick up at reception a compilation of; Community Activities & Events