



Stethoscope

Great Harwood Medical Group PPG Newsletter

December 2020



Great Harwood Health Centre

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We would like to welcome:

Dr Arize—Trainee GP

Dr Tawfik—Trainee GP

Dr Baister—Salaried GP



We would like to say farewell to:

Dr Hallikeri —Trainee Doctor

**It is with great sadness that we inform you of the passing of
Dr Upton, the founder of Great Harwood Medical Group
who sadly passed away earlier this year after a long illness.**





We are sorry for the inconvenience being caused for our patients trying to contact the practice by telephone recently. You may have found that trying to reach us first thing on a Monday morning has been particularly difficult.

Like many GP practices in Lancashire, our telephone system is run by a local NHS IT provider who are aware of these issues.

We want to assure you these problems have been escalated and explain that fixing them is not in our control, so please be patient with us whilst they are being addressed.

We have been told that over the next few weeks, a short term fix being put in place that should ensure our telephone systems can stay online during very busy periods. In the longer term, we know that upgrades are being made to the system that should fully resolve the problems.

Remember, there are other ways that you can contact the practice. Firstly, if you are able, please review our web pages as this is where we will provide you with the most up to date methods of contacting us or, where appropriate, other alternatives exist such as:-

- **MyGp or PatientAccess ; an app that you may have already downloaded (if not please do and follow the instructions for use) which you can use to contact the practice or order your prescriptions.**

As usual, you should dial 999 in an emergency and can access NHS111 or your local pharmacy for advice.



CORONAVIRUS

Due to the coronavirus outbreak, how you contact us will be different at the moment. This is to limit face-to-face contact whenever possible and help stop the spread of coronavirus.

Your GP practice is open and if you need to see your GP, please ring us on 01254 617570.

You can also call NHS 111. Please do not come to the surgery unless you have an appointment.

If you are waiting for a check-up, please be assured we will be in touch.

Appointments are being delivered face-to-face, online and over the telephone. If you are asked to come into the surgery for a face-to-face appointment, please remember to wear a face covering. Measures are in place to keep you safe from infection during your visit to the surgery.

During this time you can order your prescription by phone on 01254 617570. Your prescription will be sent to your nominated pharmacy and we can deal with most of your queries over the phone. We will not be providing more than your usual amounts of medication to ensure continued supply.

We strongly advise you to perform social distancing and look after yourself and your family by washing your hands regularly.

Please look on <https://www.nhs.uk/> and

<https://www.gov.uk/coronavirus> for the latest NHS and Government advice.



COVID-19 VACCINE

**The Covid-19 vaccine is being provided from designated sites.
Our designated site is the Acorn Centre in Accrington.**

**We will contact you when it is the right time to come forward,
so please don't contact the NHS to seek a vaccine before then.**

**Please act on your invite when it comes, and make sure you
attend your appointments when you arrange them and of
course please continue to abide by all the social distancing
and hand hygiene guidance, which will still save lives.**

FLU VACCINE

**If you are aged 50 or over it is recommended that you have a
flu vaccine this year. If you have not received yours please
contact the practice to book an appointment.**

GP and nurse appointments are now available in your area during the evenings and at the weekend. To book an appointment, contact your practice.

Your NHS, here for you.

NHS



More GP appointments for East Lancashire residents

An innovative new scheme has been launched in East Lancashire to increase the number of GP appointments available to patients in the area. The scheme, known as extended GP access was first suggested in a public consultation in 2016 when NHS East Lancashire CCG proposed to improve GP access across East Lancashire.

The GP extended access scheme has been tried and tested in Hyndburn since January 2018 and now will be available for residents of Burnley, Pendle, Ribblesdale and Rossendale. Patients registered with GPs in each area will be able to benefit from extended GP access in a system set up and run by local GPs to improve access to GP services.

Every GP practice in each area of East Lancashire will be involved in the new extended GP access system. NHS East Lancashire has commissioned a local group of GPs working across the whole of East Lancashire called the EU Federation of GPs to introduce the scheme in each area.

The extended GP access scheme means that patients can make an appointment by telephone or face to face with their GP practice to see a GP or practice nurse, from 6.30 pm to 8.30 pm at night on week days and from 10 am to 4 pm on a Saturday and Sunday. The system has been set up by local GPs working collectively to improve access to GP and practice nurse services. The appointments available in these extra weekday and weekend hours are in addition to the usual GP surgery opening hours from 8 am to 6.30 pm.

The GPs will be able to access the full medical record and history to enable a thorough assessment and course of treatment. It also means that the patients record will be updated which will provide continuity of care. Appointments are being made for GP and nurse consultations from extended GP access hubs in Burnley, Hyndburn and Pendle. Rossendale and Ribblesdale will follow.

Burnley – St Peters via Burnley Group Practice

Hyndburn – Peel House Medical Centre

Pendle – Yarnspinners via Reedyford Practice

Rossendale – Haslingden Health Centre

Ribble Valley - Clitheroe Health Centre

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

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Your Name – Optional