

Stethoscope

Great Harwood Medical Group PPG Newsletter

10th Edition - March 2017



Great Harwood Health Centre

In This Issue

- Staff Changes
- Self Care
- Have Your Say
- Little Green Bus
- Pharmacy Services
- Minutes in Brief
- And much more...



We would like to welcome Lucy & Lauren to our Reception Team.



Sadly Joanne our Nurse Practitioner has left us to take a job closer to home in Bolton.



It's a Girl!

Debbi had a baby girl in December and she will be returning to work in June.



At the first sign of a winter illness seek advice from a pharmacist

It's important to look after yourself, especially during the winter. Cold weather can be seriously bad for your health.

If you start to feel unwell, even if it's a cough or a cold, don't wait until it gets more serious. **Seek advice from your pharmacist.**

['Self Care for Life – Be healthy this winter'](#)



[When will I feel better?](#)

Symptoms can last longer than you think:

Ear infection: at least 4 days

Sore throat: 1 week

Cold: 1½ weeks

Flu: 2 weeks

Nasal congestion: 2½ weeks

Cough: up to 3 weeks

Remember antibiotics [DO NOT](#) help common winter ailments.

It is usual for adults to have two to four colds a year while children are likely to have three to eight as their immune system is more susceptible to viral infections. If you do catch a winter ailment such as a cough, cold or sore throat, [treat yourself better](#) by keeping warm and drinking plenty of fluids. Over the counter medicines can help with symptom relief and a pharmacist can offer advice if you need it.

Be healthy this winter.

Visit www.treatyourselfbetter.co.uk for more information, advice and warning signs to look out for which may suggest you do need a GP appointment or medical attention.



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 matters

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

Date.....

Your Comment

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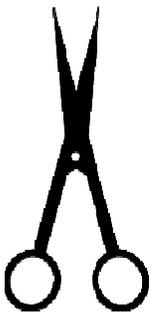
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Your Name – Optional



LITTLE GREEN BUS in Hyndburn



Little Green Bus is a small Charity that has provided Community Transport in and around the Ribble Valley since 1992 and, is hoping to provide some of our much valued services in Hyndburn. **We are in the process of recruiting volunteer drivers and hope to start the services soon. If you would be interested in volunteering please call 01200 444484.**

To access the services outlined below, it is necessary to become a member. Membership in Hyndburn is £5 per year, payable to Little Green Bus.



Community Cars:

The door-to-door service is provided by volunteer drivers using their own cars and, all journeys are coordinated by the team at Little Green Bus, not directly with the drivers.

As this is a voluntary service, it depends on the availability and willingness of the volunteers, as such, there is no guarantee that we will be able to find a driver for your trip. However, we will always try our best to help as many people as possible.

The service is suited to 'off the beaten track' areas, for vital health appointments or journeys where other services are unsuitable. Our volunteers will normally wait with you. However, if they have another person to transport they will arrange to come back for you.

Fares are £0.40 per mile whilst you are in the car. This is **not** an individual fare, it is a rate set by HMRC for volunteer motoring costs so, if there are two of you travelling, the shared fare is still £0.40 per mile. For the mileage you are in the car, you pay the driver in cash, together with parking fees if they apply.

Booking requests **must** be made at least 48 hours in advance by ringing 01200 444484 as Community Cars is not a taxi service and must not be treated as such, nor must it act in such a way as to cause unfair competition to taxi/private hire operators.



Group Transport:

Provides an opportunity for qualifying groups and organisations who do not have their own accessible minibus to use a minibus and driver provided by Little Green Bus. The scheme enables many groups to attend events ranging from lunch clubs to trips organised by another charity. For more information please call 01200 444484.

Costs are calculated according to the duration of the trip and mileage covered.

Training:

MiDAS (Minibus driver awareness scheme) training is provided to volunteers of Little Green Bus and other organisations. This is a one or two day course, accessibility training being the second day and comes with national accreditation. Please call 01200 444484 for information and prices.

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 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 only obtain a patient record card at participating community pharmacies
- Misuse of this scheme may result in you being disallowed future access to the scheme

Surgery/Pharmacy Stamp



We are taking part in

Pharmacy First

We are taking part in

Pharmacy First

a Community Pharmacy
Minor Ailment Scheme

‘Right Treatment Right Place’



www.treatyourselfbetter.co.uk

NHS

East Lancashire
Clinical Commissioning Group

Information Leaflet

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.

Many pharmacies are open in the evening and at weekends. For information visit the NHS Choices website www.nhs.uk and click on services near you. <http://www.nhs.uk/Service-Search/Pharmacy/LocationsSearch/10>

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 or headache & sore throat)
- Temperature
- Threadworms
- Vaginal Thrush (adults)

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

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

'Right Treatment
Right Place'



Pharmacy First

x12.40 in



www.treatyourselfbetter.co.uk

Minutes in Brief from the Patient Participation Group

Guest Speaker: The Little Green Bus Company – for details see more information in this newsletter.

Toys: Members made sure the new toys received for Reception were clean and suitable.

Christmas Fayre : In total for the Dr Rob Grayson Memorial Fund we raised :-

High St £155.23 & Great Harwood £385.82 = **Total £531.05.**

The group will now look into purchasing 'self help' booklets for patients and a plaque for the Rishton Surgery.

Hyndburn PPG – (HPPG)News: There is still no news on the 'Walk-In-Centre' at Accrington Victoria. However it is hoped that all will remain the same until other services can be put in place properly (if this is deemed the way forward).

Next Meeting: Tue 14th March – AGM followed by meeting.

Meetings for the rest of 2017:

May Tuesday 9th

July Tuesday 11th

September Tuesday 12th

New Year-New You Quit Smoking



Local Stop Smoking Services

There's a free local Stop Smoking Service near you. Studies show that you're four times more likely to quit with help. Developed by experts and ex-smokers and delivered by professionals, your local Stop Smoking Service provides expert advice, support and encouragement to help you stop smoking for good.

It offers free one-to-one support along with stop smoking medicines, which are available for the cost of a prescription. When asked if they would recommend the service, 9 out of 10 smokers who've used a local Stop Smoking Service say they would.

What to expect

Your local Stop Smoking Service has trained advisers on hand to support you, either one-to-one or in a group. The sessions usually start a couple of weeks before you quit. Many people find that sharing the experience with others is really helpful.

Why it helps

Your adviser will be able to tell you about nicotine replacement products and other stop smoking medicines. They can also recommend which product or combination of products could work for you.

Need a little motivation? Your adviser can measure the levels of carbon monoxide in your body (the CO level) using a carbon monoxide monitor. The monitor shows how your CO level drops to the same level as a non-smoker's, just 24 hours after your last cigarette.

Quit Squad - East Lancashire NHS Stop Smoking Service

Tel: 0800 328 6297

Email: stopsmoking@lancashirecare.nhs.uk

Community Call

Dance Syndrome Everybody Dance Workshops

Thursday's 10.15am -
11.45am

New Era (from 30th March
Accrington Library) Cost £3.

Everybody Dance is a fun, accessible and inclusion dance and fitness session for anyone who wants to get moving and have a good time. Our trained dancers, both with and without learning disabilities, work alongside each other to offer dance workshops for people with and without learning disabilities. No need to book in advance you can just turn up to the next session.

Do you feel isolated or lonely?

Would you like to make friends and get involved in a local group? Or do you need support with something? Perhaps a local group can help. Highlighted here are just a few of the groups in Hyndburn & Ribbles Valley;

If you would like to make contact or find out more

ring **CVS** on
01254 888614

For further details on any of these groups or details of other groups in your local community, or if you would like to see your group featured here



NHS
East Lancashire
Clinical Commissioning Group
Let's be healthy, accountable to local people.

Carers Drumming Circle

Meets every Friday and
alternates between
Accrington & Clitheroe
each week.

1.30pm - 3.30pm

Research shows that music therapy, especially drumming, lowers both blood pressure and stress hormones. Benefits of this group also include uplifted mood improved co-ordination and increased confidence levels Plus making new friends

For further information,
including venue details and
dates, ring 01254 387444

Clitheroe Concerts Society

Wednesday 1st March
7.30pm

Clitheroe Royal Grammar School

Tickets £15 - a free programme booklet is given to everyone
Advance tickets from the Platform Gallery, Clitheroe / Pay on
the door

The Musicke Company perform their "Venetian Carnival" (a city
of lovers, excess and extravagance). Words from John Evelyn,
John Ruskin, Dr Charles Burney... Music by Cavalli, Galuppi...
and the Red Priest, Antonio Vivaldi!

For extra details visit www.clitheroeconcerts.org

Citizens Advice Rossendale & Hyndburn

Are offering FREE training on how to save money on your
energy bills.

The training usually lasts an hour and is aimed at either: staff
and volunteers who are work directly with people or anyone
who would like information on how to save money on their
energy bills.

For further information or to book a training session please
contact Mel Whitehead on 01706 252012 or email:

coordinator@rossendalecab.cabnet.org.uk

We are more than happy to come and deliver the training at
your venue, at a date and time that suits you.

Spring Into Phab Youth Sessions £2.50 per session

The Zone Young People's Centre, Parson Lane,
Clitheroe BB7 2JY

Starts Monday 20th February 2017 7.30pm - 9pm

Delivering a wide range of activities with all abilities for young
people in year 7 and above (11+)

To include cooking/baking, Pool, Music, Sports, Game Tourna-
ment, Quiz Nights, Film Nights and more

Contact Spring into Phab 01254 457026

Phab@spring-projects.co.uk

Clitheroe Craft & Chat Group (Knitting, Tapestry, Quilting, Art, Card Making etc)

First & Third Monday of the month
2pm - 4pm

Clitheroe Fire Station

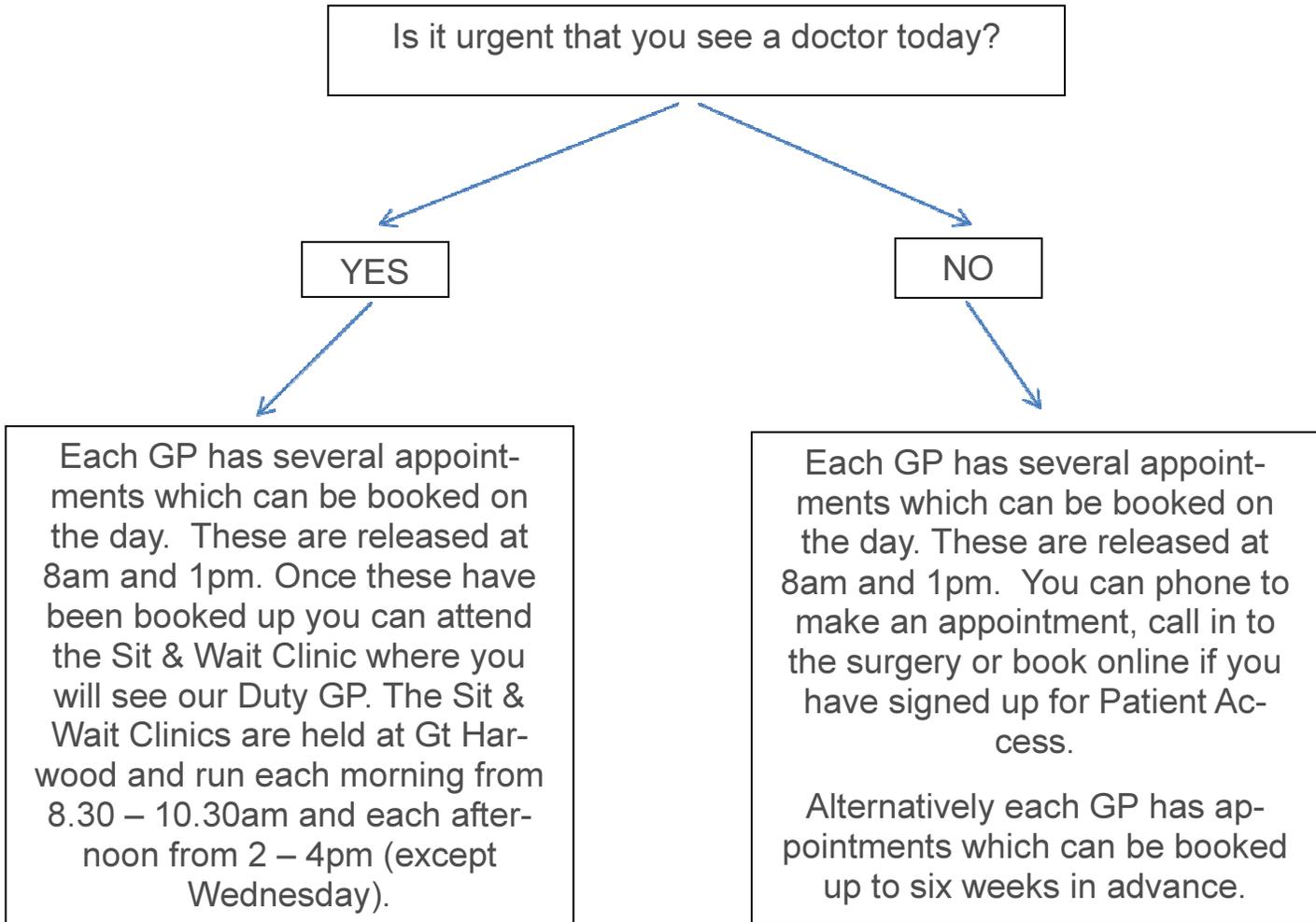
If you have a project (large or small) to start or finish, please
bring it with you, its always interesting to see what people
are doing, or, if you prefer come for a brew and a natter with
like-minded people that's ok too.

Small donation required towards refreshments.

Call Barbara for more details 07903516430 - 01282 657273

Recruitment

We are actively looking for a GP to join our clinical team and whilst we find the right person we have invested heavily in Locums GPs to help out with appointments. Can we ask that you please be understanding during this time and take a look at our current appointment flowchart to assist you in making the right appointment.



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.

Most pharmacies now operate a scheme called the **Community Pharmacy Minor Ailments Scheme**, details of which are shown in a **Pharmacy First** information leaflet. This explains what is available and how to get it.

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.

Living Well

Symptom support service for your long term condition

Dealing With Diagnosis
Relaxation
Improving Mood
Panic Prevention
Beating Anxiety

Problem Solving
Getting Motivated
Better Sleep
Challenging Thoughts

For more information or to book on to one of the group sessions
please contact:

Email: referrals@communitywellbeing.org

Phone: 07434 716256

We understand that receiving a diagnosis of a long term condition can be worrying. You may have questions about how this will impact on you, your family, your relationships and your work. You may also experience feelings of anxiety as you come to terms with what this means.

Our service **Living Well** can help you through this time. We have trained practitioners who can work with you to Live Well with your condition, give you support to live life to the full and look after your emotional as well as physical needs.

This can be 1-1 or in small groups of people facing similar concerns

Living Well Groups

These 1—1 or group sessions will be delivered by therapeutic staff at Great Harwood Medical Group and will cover a range of topics to support you in **Living Well with COPD.**

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, Yarnspinners PHCC, Carr Road, Nelson, BB9 7SR
and

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

Rossendale

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

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

Hyndburn

Higher Heys Surgery, Oswaldtwistle, BB5 3BP
and

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

Ribble Valley Pendleside Practice, Clitheroe HC, Railway Road, Clitheroe, BB7 2JG
and

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

APPOINTMENTS CAN BE BOOKED THROUGH OUR RECEPTION DESK