



# Stethoscope

Great Harwood Medical Group PPG Newsletter

14th Edition - June 2018



Great Harwood Health Centre

## In This Issue

- Couch to 5k
- Appointments
- NHS Choices Your Health
- Closure of Walk In Centre
- Reception
- Join Us

**NHS** choices

Get running with Couch  
to 5k



***Go to <http://www.5kgrouprun.co.uk/>  
for details of your local free group***

**The Appointment System at**  
**Great Harwood Medical Group & High Street Surgery**

Most of our appointments are now available to book on the day, some early morning and early evening appointments can be booked up to 4 weeks in advance if you have to make appointments around work. This change has been implemented to try to reduce the number of missed appointments and to enable patients to be seen when they need to.

Each GP has appointments which can be booked on the day. These are released at 8am. You can phone to make an appointment, call in to the surgery or book online if you have signed up for Patient Access.

Once these have been booked up you can attend the Sit & Wait Clinic if you have an urgent medical problem where you will see our Duty GP who can see up to 18 patients in any one session. Once the session is full Reception will advise you of your options.

The Sit & Wait Clinics are held at Gt Harwood and run each morning from 8.30 – 10.30am and each afternoon from 2 – 4pm (except Wednesday).

Alternatively each GP has appointments which can be booked up to four weeks in advance.

We also offer GP access appointments at Accrington Pals Health Centre on weekday evenings and weekends. These appointments can be booked through Reception.

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](http://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 0300 1234 010**.

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



## Tips for mental wellbeing



Evidence suggests there are 5 steps we can all take to improve our mental wellbeing. Give them a try today.

### Emollient safety

---

If you or a loved one use paraffin-based emollients, it's important that you keep away from fire, flames and cigarettes when using them. See our page for more info.

Emollient safety





## Staying active in older age

---

Physical activity and exercise can help you stay healthy, energetic, and independent as you get older.

## Dementia support

---

A dementia diagnosis can come as a shock to the person with the condition and those around them. However, there are sources of help and support for everyone involved.



## Summer holiday checklist

---

Going away soon? From travel insurance to vaccinations, here's what to think about before you travel.



## Thinking of going vegetarian?

---

Read our answers to common questions about staying healthy on a vegetarian diet, from looking after your bones to healthy eating in pregnancy.



***For more information go to the [NHS Choices website](#)***

# ACCRINGTON WALK IN CENTRE IS CLOSING

ON SUNDAY, JUNE 17, 2018

You can visit your local  
pharmacy for advice on minor  
illnesses, ring your GP surgery  
or call **111**



## Why does the receptionist need to ask what's wrong with me?

**It is not a case of the receptionists being nosy!**

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

**Receptionists are asked to collect brief information from patients:**

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

**Reception staff, like all members of the team, are bound by confidentiality rules**

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



**Thank you for your support**



### 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 three 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](mailto:sarah.lord@nhs.net)

## *Minutes In Brief from May's Meeting*

Change to the appointment system where most of the appointments are now available to book on the day. Hopefully this will reduce the number of appointments which are not attended and will reduce the number of people attending the Sit & Wait clinic, therefore reducing the wait time. Follow up appointments are still available to book up to 4 weeks in advance for those patients who prefer. If a GP wishes to see/review a patient they will ask the Receptionist to book the most appropriate appointment.

New data protection regulation, GDPR (General Data Protection Regulations) which comes into force on 25/5/18. Patients will receive a text message or email from the practice asking them to opt in or opt out of receiving information from the practice – see practice website for further details.

The GPs have asked the PPG to keep a noticeboard in Reception up to date with activities available in the local community for isolated patients to attend. Often patients attend to see the GP as they are feeling isolated and lonely and have very little contact with others.

RCGP Campaign Teams – the government announced that the Home Office will no longer be able to access patients' names and addresses, except where they are suspected or convicted of serious crime. This is a major victory in ensuring patient confidentiality and preventing the Home Office from treating GP patient data like the Yellow Pages.

The message some patients had reported receiving when phoning during busy times telling them the number was unavailable or incorrect has been rectified by the CCG IT department.

Reception staff will now ask each patient upon booking an appointment what the appointment is for as this greatly helps the doctor when reviewing patient notes before the consultation.

Patients residing in a residential, nursing or care home remain registered with the GP and community nurses who can visit at home if required providing the address falls within our practice boundary. If the patient moves out of the practice boundary they would need to register with a GP closer to their new address.

The GP no longer needs to see the yellow warfarin book when ordering a prescription for warfarin as the results are now available to view electronically. The Pharmacist may still ask to see the yellow book.