

Stethoscope

Great Harwood Medical Group PPG Newsletter

15th Edition - September 2018



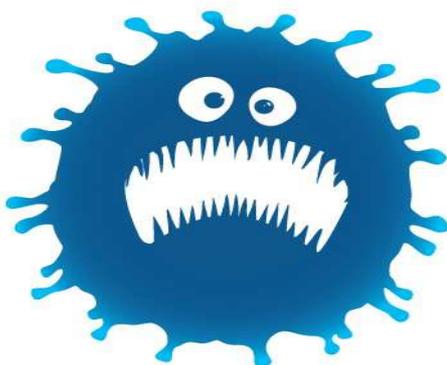
Great Harwood Health Centre

In This Issue

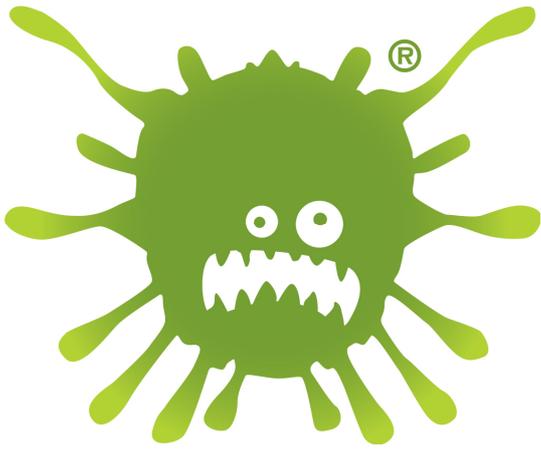
- Flu
- Appointments
- Minutes in Brief
- Have Your Say
- Join Us

FLU CLINICS – OPEN SESSIONS

<u>Date</u>	<u>Time</u>	<u>Location</u>
Saturday 29 th September	10am – 12pm	Gt Harwood Medical Group
Wednesday 3rd October	3 – 5pm	Gt Harwood Medical Group
Saturday 6 th October	10am – 12pm	High Street Surgery
Wednesday 10 th October	3 – 5pm	Gt Harwood Medical Group



flu fighter[®]



FLU FACTS

The following people are at increased risk and are strongly advised to have a free seasonal flu injection:-

- * Everyone aged 65 years and over.
- * Everyone aged under 65 years diagnosed with heart problems, diabetes, chronic asthma, COPD, kidney disease, liver disease, stroke or TIA, a neurological condition, spleen problems, suppressed immunity or morbidly obese.
- * Carers in receipt of Carer's allowance.
- * Everyone living in a nursing or residential home.
- * Pregnant ladies at any stage of their pregnancy.

If you meet any of the above please attend one of the “open sessions”

- no need to make an appointment.

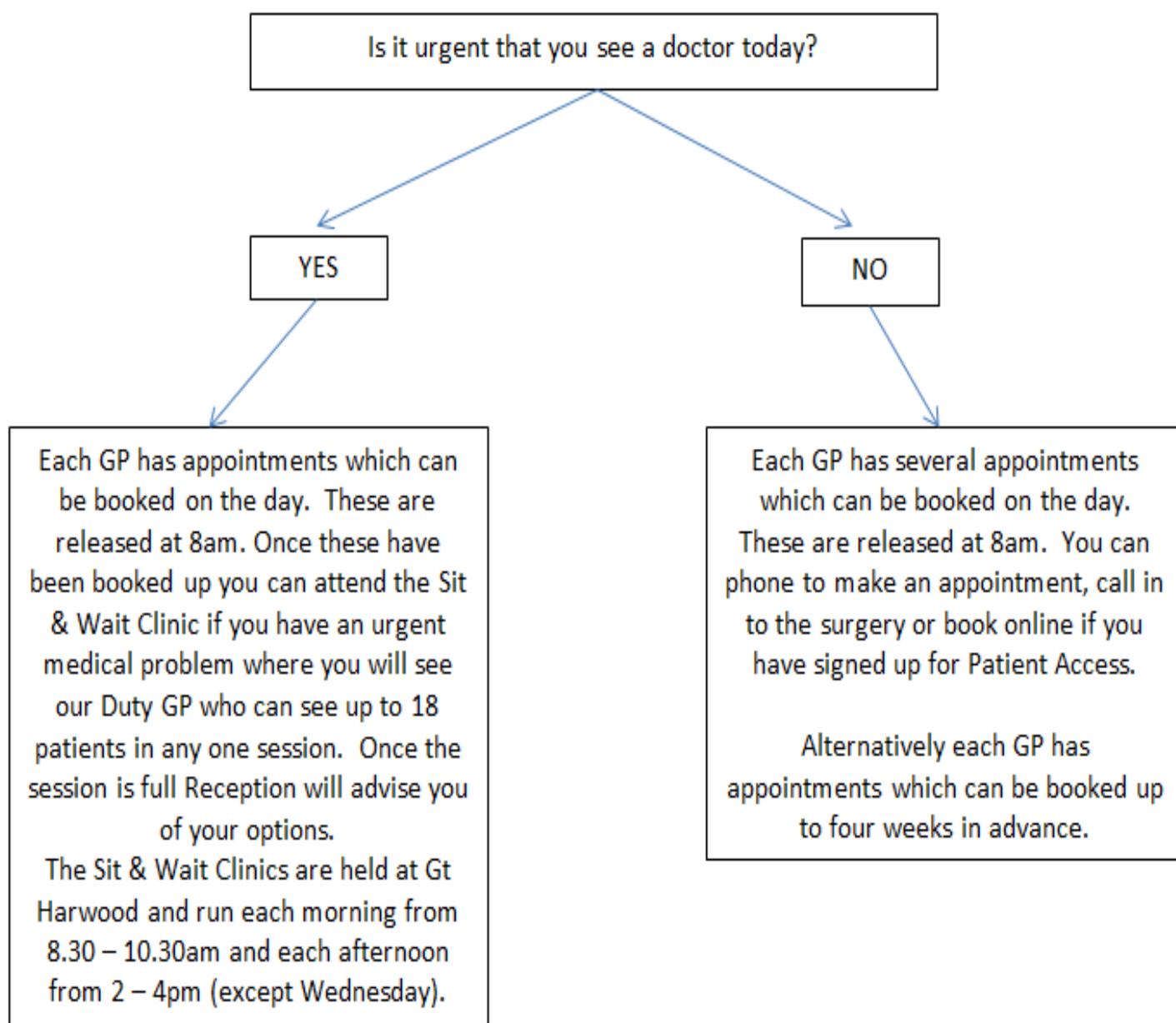
Support your local GP – have your flu jab at your practice!

If you are aged 65 or over you may be eligible for a Pneumonia vaccination which can be given at the same time as your flu vaccination.

If you are aged 70—75 or 78 – 79 you may be eligible for a Shingles vaccination which can be given at the same time as your flu vaccination.

Help us to Help You: We have ordered and paid for a vaccination for all eligible patients. Please support your local practice by attending one of our clinics. If you have your flu vaccination elsewhere the vaccine we have ordered and paid for will be wasted.

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 90 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

Minutes In Brief from September's Meeting

- * Pauline introduced our newest member Margaret and the group welcomed her.
- * When Carol and Pauline have prepared some information on activities available in the local community Sarah will clear a noticeboard in the waiting area.
 - * The memorial plaque for Dr Grayson has now been delivered and will be fixed to wall at High Street Surgery soon. Sarah is to purchase suitable leaflets from Lancashire MIND with the remaining funds.
- * Currently recruiting a Practice Nurse to work alongside Carol Flynn when she reduces her hours next year.
- This year there will be 3 types of flu vaccination offered. Trivalent for those aged 65 years and over, quadrivalent for those aged under 65 years at risk and a nasal vaccine for children aged 2 to 10 years.
- * The group passed their gratitude on to Pauline for representing the group and attending the Hyndburn PPG meetings. Pauline informed the group that from 1st October the Extended Access evening and weekend appointments will be rolled out to all patients registered with a practice in East Lancashire and that there will be a hub in each locality. Appointments can be made via your GP practice or by phoning 111 when your practice is closed.
- * Pauline reported that the hospital are now sending appointment letters via text message and they are not easy to open and read.
- * Carol reported that a patient had received inconsistent advice regarding travel vaccinations.
- * Pauline reported that her Dentist was impressed with a referral sent to them by the GP.
- * Carol reported that a patient was very complementary about Dr Gauge.
- * Colin reported that Podiatry in Accrington Pals has a drop-in centre each Thursday from 12 – 2pm.
- A patient has left a suggestion in the box at High Street to ask if a Sit & Wait could be considered at High St Surgery. Sarah will discuss with partners and feedback at next meeting.
- David commented on how striking the display on sugar content in drinks displayed in the waiting areas is.

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

.....

.....

.....

.....

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