

# Stethoscope

Great Harwood Medical Group PPG Newsletter

16th Edition - February 2019



Great Harwood Health Centre

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*We would like to welcome:*

*Helen Lytle—Reception*

*Julie Bartley—Reception*

*Jane Shaw—Practice Nurse*

*Dr Naal—Trainee*

*Dr Allister—Trainee*

# Important Changes for ordering your prescriptions

**From Tuesday 1<sup>st</sup> January 2019 community pharmacies will no longer be able to order medicines on your behalf.\***

This is to ensure safe and responsible issuing of medication and to prevent unnecessary medicine waste.

There are various ways in which you can order your regular medications for example:

On-line via <https://patient.emisaccess.co.uk/>

You will need to register for this service with the practice

Housebound patients can ring the practice and speak to a trained member of staff  
(housebound patients only)

By dropping prescription requests in at reception, by post, by email: [ghmg@nhs.net](mailto:ghmg@nhs.net)

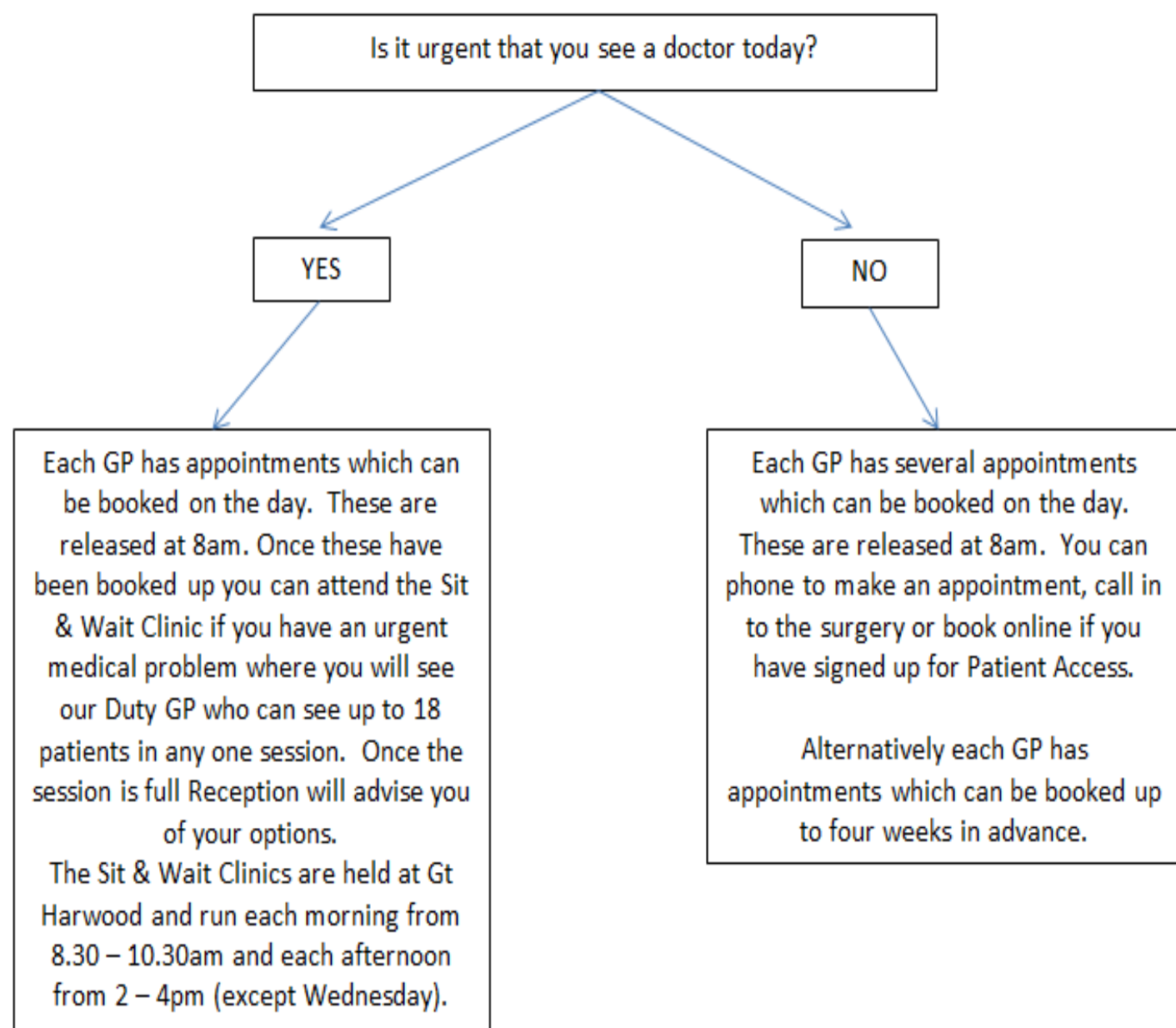
By fax to 01254 617573

**Please note that your nominated pharmacy can continue to collect and deliver your prescription once issued by the doctor.**

**Please speak to a receptionist for further information.**

*\*GP approved exceptions may apply for some patients.*

**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](http://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 whose life is in danger.

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 – Yarnspinnners via Reedyford Practice

Rossendale – Haslingden Health Centre

Ribble Valley - Clitheroe Health Centre

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

The mental health leaflets from MIND are proving popular with GPs and patients.

Carol & Pauline have updated the notice board in the waiting room.

Carol will be working on a booklet of local activities and events in the new year.

Flu – final delivery of vaccines for over 65s received, the National shortage did impact on our last flu clinic but everyone who is eligible has now been offered a vaccine.

Sit & Wait at Rishton – A suggestion was made for a Sit & Wait clinic at Rishton. The GPs felt this was not practical but reminded patients that most appointments are released at 8am and can be booked by looking online, phoning or presenting to the surgery for a same day appointment.

Sarah thanked all volunteers who helped at the flu clinics, it helped to make them run smoothly.

Coffee morning – Carol and Pauline raised the idea of holding a coffee morning at the surgery to try to encourage isolated patients to come in to meet people and engage with services such as Carers Link, Age UK, Social Services, Telecare, Falls Team, Community Navigator, etc. Transport could be provided by the Little Green Bus or the Rotary Club. Alison offered to show people how to do chair exercises. This will be discussed further at the next meeting.

Carol has subscribed to the “Self Care Forum” and will circulate information.

Future meeting dates:

Tuesday 12<sup>th</sup> March 1.30pm AGM followed by short meeting

Tuesday 7<sup>th</sup> May – PPG week discuss

September & November to be announced later





## 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)