

Stethoscope

Great Harwood Medical Group PPG Newsletter

17th Edition - May 2019



Great Harwood Health Centre

In This Issue

- Welcome
- Cervical Screening
- Prescriptions
- Appointments
- Extended Access
- Coffee Morning
- Minutes in Brief
- Have Your Say



We would like to welcome:

Dr Emerald — Salaried GP

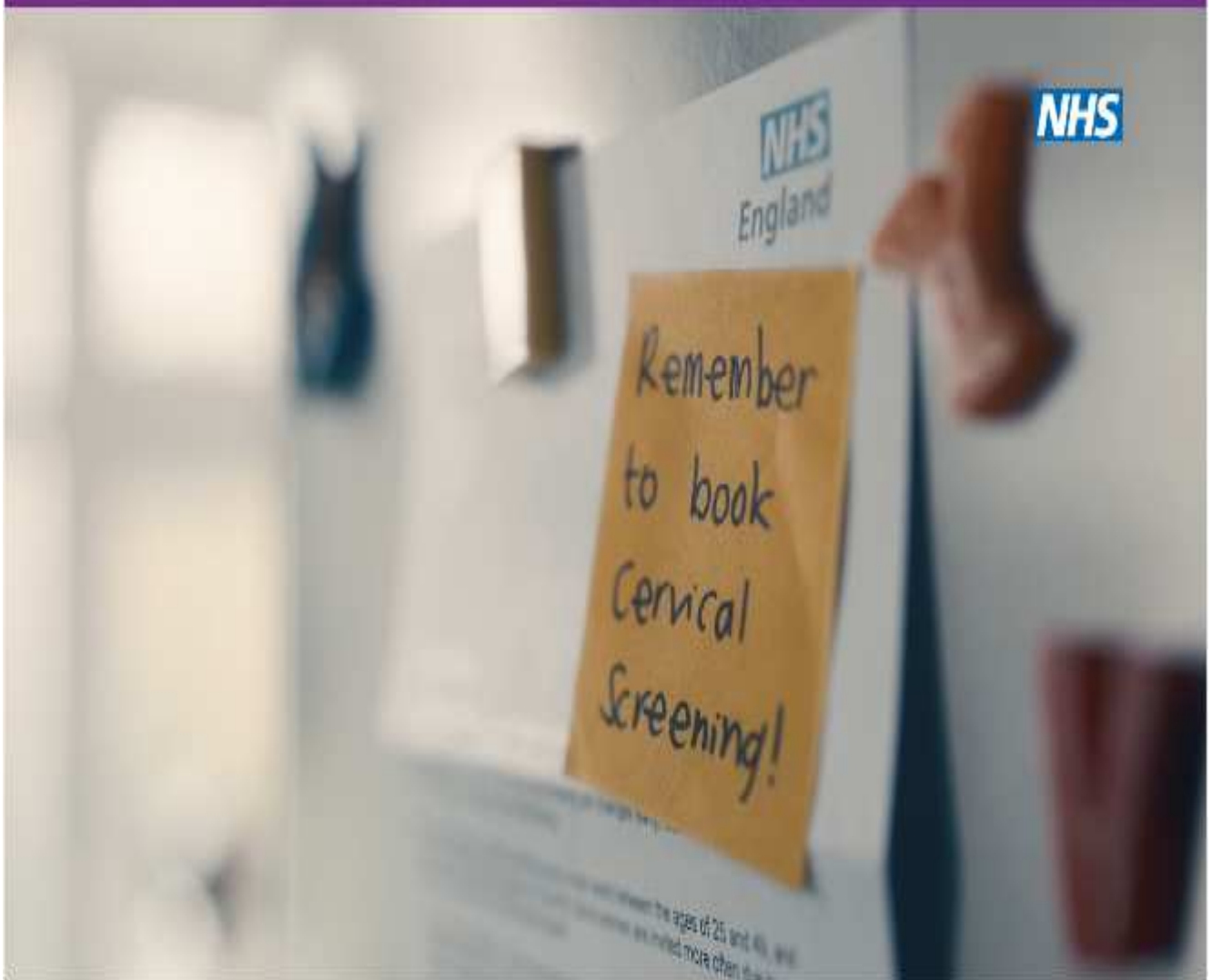
Dr Pakenham — Trainee



Public Health
England

NHS

Help stop cervical cancer before it starts



It's estimated that cervical screening saves around 5,000 lives each year, but cervical screening is at a 20-year low, with one in four women in the UK not attending their appointment.

Everyone with a cervix, which is most women and many trans people, between the ages of 25 and 64 are invited to attend cervical screening every three or five years, depending on their age.



Cervical screening only lasts five minutes. So don't ignore your invite, and if you missed your last screening, book an appointment with your GP practice today.

For more information and for tips to make your appointment more comfortable, visit [nhs.uk/cervicalscreening](https://www.nhs.uk/cervicalscreening)

Important Changes for ordering your prescriptions

From Tuesday 1st 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

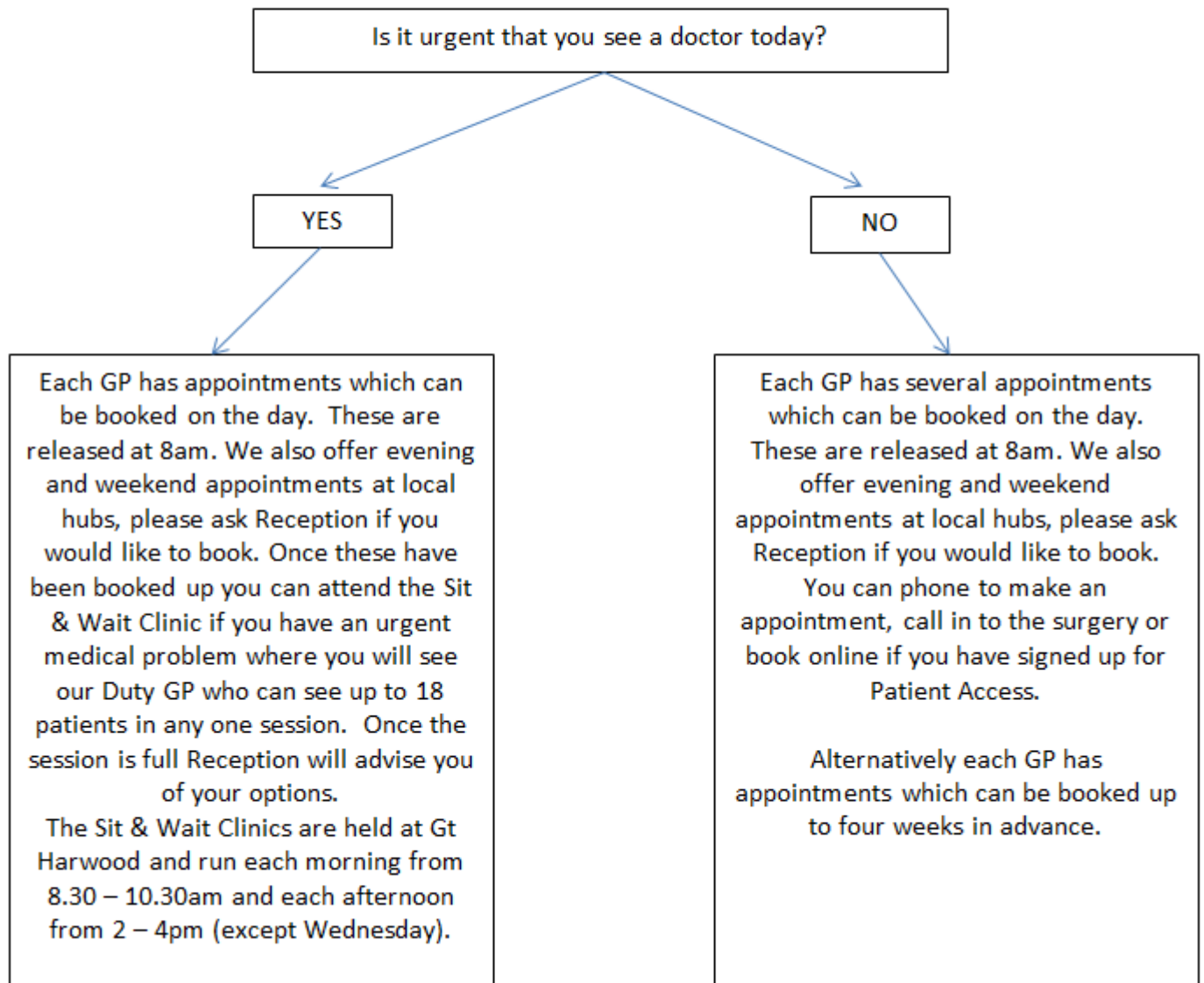
By fax to 01254 617573

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**



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 – Yarnspinners via Reedyford Practice

Rossendale – Haslingden Health Centre

Ribble Valley - Clitheroe Health Centre

Do you fancy



a chat



or to find a new activity?

THEN COME ALONG TO OUR

COFFEE MORNING

Monday 10th June 9.30am–12 noon at

Great Harwood Medical Group

The Health Centre, Gt Harwood

ALL WELCOME - & its FREE



Minutes In Brief from the Patient Participation Group

AGM 2019 Meeting



Organisation of the Group (elections)

Chair Person – Pauline Quinn Vice Chair – Sarah Lord

Secretary – Carol O'Brien Treasurer (new position) – David Cockett

Secretary's Yearly Report 2018/19

The report went through the PPG year highlighting what the group had been involved with. A copy is available in the Practice Meeting Room.

Aims of the Group & Activities

As a direct request from Dr Ireland and Dr Tyagi we are to continue looking into 'loneliness': Coffee morning, activity board and new activity booklet planned.

Money Raiser: So we can purchase something that would help the Patients and Practice.

Patient Survey: Could possible link into our 'loneliness' situation.

Newsletter: To produce four per year.

Meetings of the Group: 4 per year

Any Other Business: None

Minutes In Brief from the Patient Participation Group

March 2019 Meeting



Questions posed to Dr Tyagi prior to meeting;

- a) Are our doctors using Social Prescribing? It is not possible at the moment as the Social Prescribing model is a little fragmented.
- b) Following our first coffee morning we are to look at how we could engage with the public going forward.
- c) Brexit; deal or no deal and medication shortages? Shortages can happen at any time and Dr Tyagi stipulated that all medication and services would remain the same.

Matters Arising

- a) The percentage rate of missed appointments is 3.1%
- b) Name badges re-issued to staff.
- c) Could the grass between the car park and road be paved? ONGOING
- d) Dr Grayson's plaque has now been fixed to Reception desk at Rishton.

GHMG - a) On-going b) new developments

- a) GPs working days were discussed
- b) A new Salaried GP has joined the Team: Dr Emerald

PPG

- a) A new 'Community Activities Booklet' to be launched in June
- b) Coffee Morning - Monday 10th June 9.30am-12noon
- c) Lancashire County Council are consulting the Public with the possibility that Homewise will cease their Home Improvement Service. To support keeping this service a survey can be completed at;

<https://www.snapsurveys.com/wh/s.asp?k=154998187431>

Or get a copy from Homewise, Accrington

Hyndburn Patient Participation Group

a) January Meeting

CCG update: Julie Higgins appointed as the new Chief Operating Officer to cover ELCCG and BWD (Blackburn with Darwen)

b) PPG Workshop Ideas: Young People's Mental Health and Older Peoples Care Services in particular planning residential care issues.

c) New development at Burnley General Hospital: Older People's Rapid Unit. A new Ward is planned to cater for medically fit patients discharged from hospital but not ready to go home.

Patient Partner Board

a) PPGs asked to discuss possible workshop ideas. Best Practise then to be shared between groups.

b) The Clinical Commissioning Group are looking at redesigning Mental Health Services for Children and Young People.

Feedback from Patients

a) If there are important changes to making appointments on line in future they are to be documented on our web page.

b) Changes to 'Controlled' medication requests; Pregabalin & Gabapentin has become under the controlled drugs status. These are due to go electronically.

c) A Patient reported that unless they pressed for an appointment that day the 'HUB' and out of hours service was not mentioned - these appointments should be offered.

Next Meetings - Tuesday 7th May 2020 1.30pm, Tues 3rd September 2019,

Tuesday 12th November 2019 1.30pm.



Our new 'Community Activity Booklet' is coming very soon.

You will never again wonder what activities are out there to enjoy

Lots of ideas for all abilities.

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