

Stethoscope

Great Harwood Medical Group PPG Newsletter

18th Edition - September 2019



Great Harwood Health Centre

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Hello

We would like to welcome:

Dr Baister, Dr Premdayal & Dr Hayat-Khan—Trainee Doctors

Maya, Ambika, Anas & Nadeem—Medical Students

Pam—Receptionist

Goodbye

We would like to say farewell to:

Dr Naal & Dr Pakenham—Trainee Doctors

Dr Emerald—GP

Your Locality (Hyndburn)

Value Stream Analysis Event

On the 14th, 15th and 16th August Hyndburn Central held a Value Stream Analysis Event.



Over 30 people who work across Hyndburn Central attended each day, and they released the following statement:

“We have held a 3 day event bringing together Hyndburn Central’s Health, Social and Volunteer Sector to join up our shared vision and aims.

This will help improve collaborative working to impact positively on the health and wellbeing of our Hyndburn Community, including the local service workforce.

“We have spent time communicating together to improve our understanding of each others’ services by mapping out our processes. This helped identify our areas of pride and frustration.

“The key themes identified to focus on were duplication and collaboration; crisis prevention; capacity and demand and IT.

“As a result of this hour working groups were set-up to cover these themes. Following root cause analysis detailed action plans were developed.

“As a neighbourhood we are now agreeing accountability to each other to deliver on our shared actions, which can be followed up on our newly created staff Facebook group.

“We will continue to build on our professional relationships and partnership working to enhance and improve the health and wellbeing of our community in Hyndburn Central.”

Your CCG (East Lancashire)

Organ Donation

Did you know that from next spring the law around organ donation is changing in England and Scotland? This means all adults will be considered as having agreed to donate their own organs when they die unless they record a decision otherwise. See Organ Donation Law in England Video to find out more. -

<https://www.youtube.com/watch?v=MP1rgHYyTi0&feature>



Yes I donate
ORGAN DONATION

As part of Organ Donation Week earlier this month, the CCG's Communication and Engagement Team has filmed two case studies with local residents to promote the importance of becoming an organ donor. One features a woman who donated a kidney to her mother and the second video features a man who is waiting for his third kidney after he was born with renal failure.

Watch Sofia's Story - <https://www.youtube.com/watch?v=2-1KIlb78EU&feature=youtu.be>

Watch Faizan's Story - https://www.youtube.com/watch?v=u_TCXwdzCDc&feature=youtu.be

Around 3 people die each day across the UK in need of an organ transplant. We need more donors to save more lives, especially from black, Asian or minority ethnic groups.

To find out more, visit: www.organdonation.nhs.uk

Home 1st Service Review Survey

The Pennine Lancashire Home 1st Service supports discharge from hospital for patients that are medically optimised. This provides assessment at the right place and at the right time to determine the correct level of support required for each individual.

Do I need antibiotics?



When we hear the word infection, we may automatically make the link to antibiotics - after all, these are meant to target infections, right? However, antibiotic treatment is only effective on infections with a bacterial cause; taking them when the cause is viral is not only pointless, it could weaken our already stressed immune system by eliminating good bacteria in the gut.

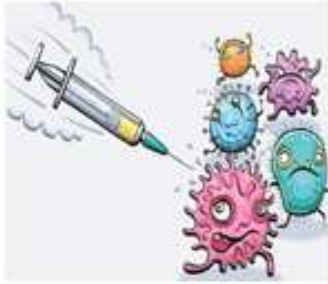
"If you don't need antibiotics (because they don't work at all against viral illnesses) you get zero benefit and risk side-effects. The most common are upsets with your digestive system - feeling sick or getting diarrhoea, and thrush, especially in women. Another risk that isn't discussed nearly enough is that antibiotics literally decimate the friendly bacteria in your gut. These are important for many aspects of our health, and ironically our immune system," explains Coffey.

In fact, only a small proportion of sore throats have a bacterial cause.

Most GPs use a scoring system called the Centor Score to decide if antibiotics are needed. The symptoms and signs your doctor would look for are:

- Sore throat without a cough.
- A history of fever.
- Tender swollen glands on the front of your neck.
- If you open your mouth and shine a torch at the back of your throat, white spots on your tonsils due to pus.

In the UK, unless you have three or all four of these symptoms, doctors don't prescribe antibiotics for otherwise healthy people because it's highly likely to be due to a viral infection.



Support your Practice
By having your
Flu Vaccine



HERE

Did you know your Practice ORDER and PAY for the vaccines in advance. If you don't have your vaccine here, the Practice loses valuable funds



Wednesday 25 th September 2019	3 – 5pm	Great Harwood
Wednesday 2 nd October 2019	3 – 5pm	Rishton
Saturday 12 th October 2019	10am – 12 noon	Great Harwood
Saturday 19 th October 2019	10am – 12 noon	Rishton
Wednesday 30 th October 2019	3 – 5pm	Great Harwood
Wednesday 6 th November 2019	3 – 5pm	Great Harwood

***PLEASE NOTE 25TH SEPTEMBER & 2ND OCTOBER
ARE FOR PATIENTS AGED 65 AND OVER ONLY***

Flu Campaign to Protect Families is Launched

The campaign, running across East Lancashire (including Blackburn with Darwen), is urging parents/guardians/carers to vaccinate their children against flu. The vaccination not only protects the child, more importantly it helps stop the spread of the illness especially to those older members of the family such as grandparents. It can cause severe illness and even death among vulnerable groups including older people, pregnant women and people with an underlying health condition.

For more information please visit:

<https://eastlancscg.nhs.uk/news/936-campaign-to-protect>



It's Free, Safe & Painless



Self-care Week (18 -24 November)

Self-care empowers people with the confidence and information to look after themselves when they can, and visit the GP when they need to, gives people greater control of their own health and encourages healthy behaviours that help prevent ill health in the long-term. In many cases people can take care of their minor ailments, reducing the number of GP consultations and enabling GPs to focus on caring for higher risk patients, such as those with comorbidities, the very young and elderly, managing long-term conditions and providing new services.



Around 80% of all care in the UK is self-care. The majority of people feel comfortable managing everyday minor ailments like coughs and colds themselves; particularly when they feel confident in recognising the symptoms and have successfully treated using an over-the-counter medicine before.

As part of self-care week, we ask that you consider displaying and promoting the following:

http://www.selfcareforum.org/wp-content/uploads/2011/07/1279_A4COL_Medicine_cabinet_MASTER.pdf

http://www.selfcareforum.org/wp-content/uploads/2011/07/1279_A3COL_Medicine_cabinet.pdf

If you would like any packs of materials please email bwdandeast.lancscomms@nhs.uk

Pick up your copy of our new Community Activity Group
Compiled by YOUR Patient Participation Group



Great Harwood Medical Group

Patient Participation Group

**Community Activities
Booklet**



Minutes in Brief

Prior to meeting – Dr Ireland

1. D Ireland commented that the Reception is always open on Wednesday afternoons. She will take a look at the new ruling from the PCN.
2. **Practice Manager will obtain the results of the NHS England survey and analysis. Dr Ireland went on to state that our Practice has been very stable over the last eight years.**
3. **We have already been ‘Social Prescribing’** and there are four Social Prescribers based at the Town Hall (Great Harwood).
4. It was decided that any money raised will be put into developing our ‘Community Activity Booklet’ and purchasing large substantial toys for Reception.

Matters Arising

All Receptionists work off a template so will offer Out of Hours appointments.
Still no news regarding the car park path being paved over grass.
Dr. Grayson’s plaque will be re-put up in the Rishton Practice.

a) On-going b) new developments

It shall be looked into us having a larger notice board.

PPG News –

Hyndburn Patient Partner Group - The CCG need to be reminded about communication at the HPPG.

PPG Conference - Pauline attended and delivered a presentation around our PPG Week ‘Coffee Morning & Activities Booklet’. Other topics discussed were; Primary Care Network Developments, how Practices are changing and Lancashire Adult Learning.

PPB 18th June 2019

Our PPG Awareness Week was highlighted.

Response times within A&E need to improve – David Rogers is to meet with East Lancs Hospital Trust.

Dr Aliya Bhat has been appointed as the Clinical Director for Hyndburn Rural PCN (which we are part of). Clinical Pharmacists are to be appointed for each PCN.

27th August

Extended Access Service – 5 hubs; Burnley, Pendle, Rossendale, Hyndburn and Ribble Valley. Patients can attend any of the Hubs in the area, the appointments are booked through the Practice Reception and through 111.

The Community Phlebotomy Service is being delivered through the Hubs.

Barnardo's & Carers Link are working together for the benefit of young carers.

PPG - Coffee Morning

Invited guests present were; Bank Mill House , Churchfield House , Library, Community Solutions, 1st Call Hyndburn, Hyndburn Leisure (Up and Active), Simple Chair Exercise, Community Connector and CVS.

It was decided to put a bid in for funding with Tesco. Our bid title; "Combating Loneliness and Social Isolation".

It has been decided that a 2nd coffee morning be held; Monday 25th November, 9.30am – 12 noon.

Feedback from patients

2 pieces of feedback have been received; One complimenting Dr Tyagi and another regarding changing the music when waiting on the phone - unfortunately this is programmed in and cannot be changed.

Any Other Business

Our Practice was quick to act with 'Hand Gel' available on Reception after it had been mentioned. However there is now one downstairs with a notice on.

The Practice will look into why we can't answer 'The Friends & Family Test' via text.

It was stated that the system crash a few weeks ago was down to the Server being moved (due to not enough circulation around it). It affected the whole of East Lancashire and it is hoped it's now solved.

Next Meetings

Tuesday 12th November 2019 1.30pm



Did you know?

Your GP surgery has a patient participation group

We need you to take part in surveys, health awareness events and help improve services in the practice and more.

Why not join?

Speak to your practice receptionist to find out how to join, or call the practice directly.

You can help make a difference in your practice!

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

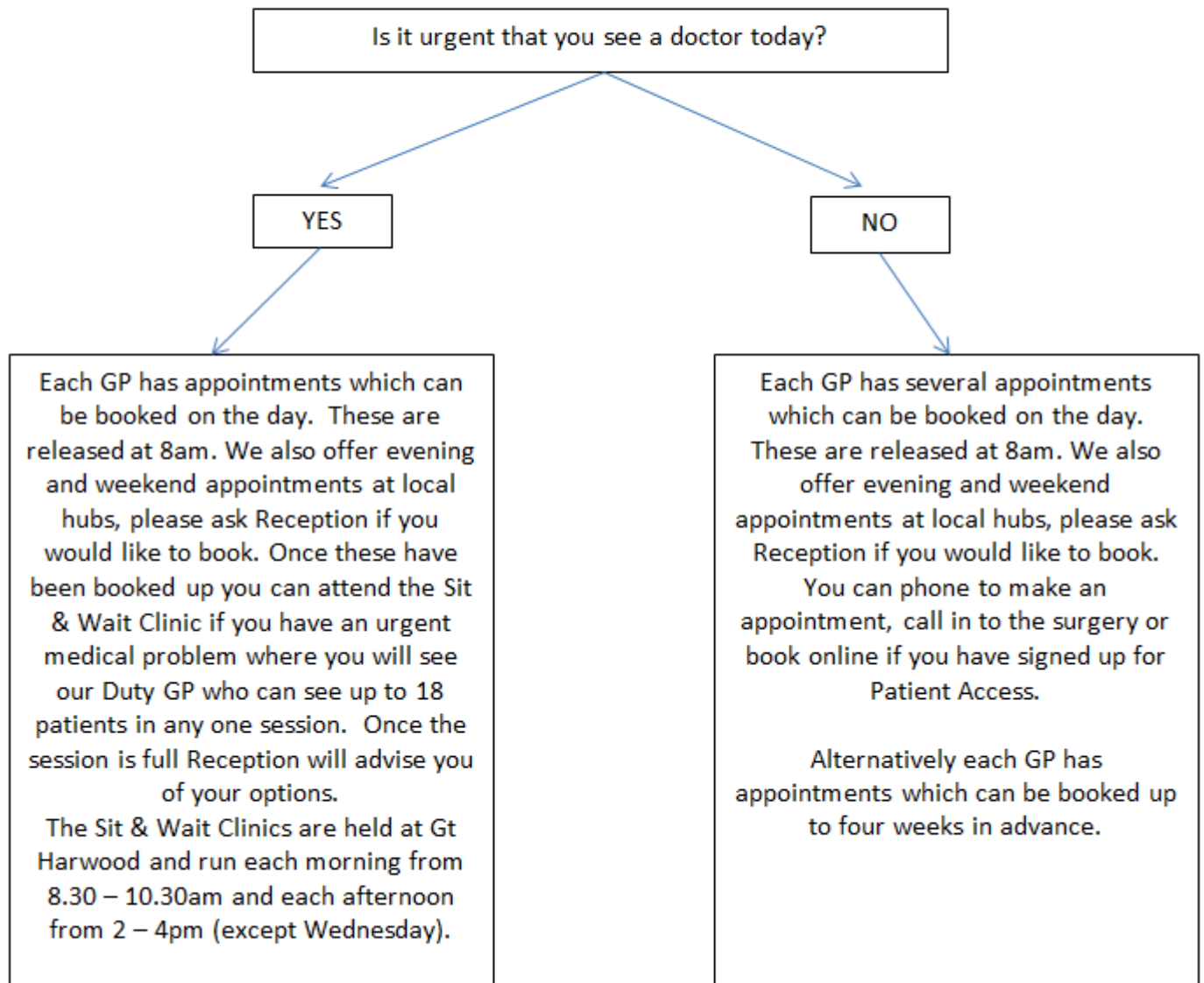
By fax to 01254 617573

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 – Yarnspinnners via Reedyford Practice

Rossendale – Haslingden Health Centre

Ribble Valley - Clitheroe Health Centre

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