

Stethoscope

Great Harwood Medical Group PPG Newsletter

7th Edition - May 2016



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Great Harwood Health Centre

In This Issue

- Facebook
- Pharmacy Services
- Raising low self esteem
- Coping with money worries
- And much more...



GREAT HARWOOD MEDICAL GROUP

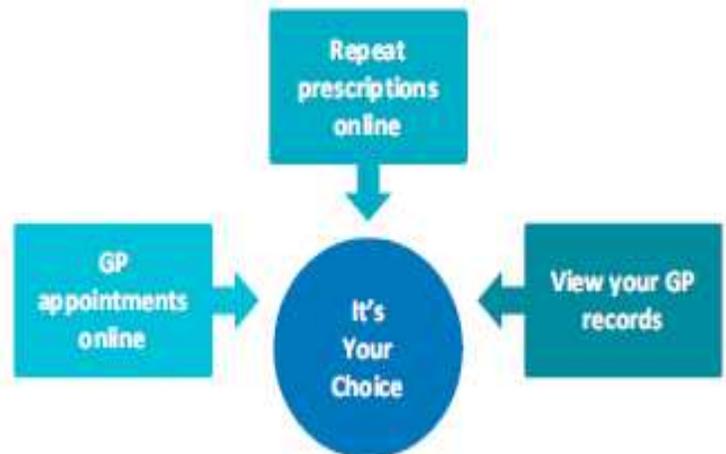
Online Services Records Access Patient information leaflet 'It's your choice'

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice.

Being able to see your record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide not to join or wish to withdraw, this is your choice and practice staff will continue to treat you in the same way as before. This decision will not affect the quality of your care.

You will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record – unless you choose to share your details with a family member or carer.

The practice has the right to remove online access to services for anyone that doesn't use them responsibly.



It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things happening are very small, you will be asked that you have read and understood the following before you are given login details.

Things to consider

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news

If your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Choosing to share your information with someone

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Coercion

If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else

If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

More information

For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society:

Keeping your online health and social care records safe and secure

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

If you would like to sign up please ask Reception for an application form.

Once completed hand your application form into Reception to be processed.

Your access details will be ready to collect 2 working days later, if you would like the details emailing please give your email address to Reception.

Patient Survey Actions 2016

You Said – We Did

Out Of Hours Service – We are working closely with the East Lancs Federation of GPs who are looking at providing appointments up to 8pm and on Saturday mornings at a hub in Hyndburn – watch this space!

Pharmacy – There is space for a pharmacy on the ground floor of the health centre but NHS Properties have not been able to attract a pharmacy to take up a lease. There are 4 pharmacies in Gt Harwood and 2 in Rishton, some of which open 7 days a week and late evenings and some can deliver medications to your home.

Appointments – As we are now fully doctored with Dr Ansar joining us and Dr Radice returning from maternity leave, we hope that you will find it easier to make an appointment with your GP of choice in a timely manner.

Sit & Wait Clinics – This service has been very popular and will continue for patients with urgent problems who cannot wait until the next routine appointment to be seen. Unfortunately we are unable to provide this service at Rishton, however same day appointments are available at Rishton with a GP.

Early Evening Appointments – We currently offer appointments up to 6pm three evenings per week.

Missed Appointments – Communications are sent to patients informing them of missed appointments and warning them that if this is regularly repeated they will be removed from the practice.

Telephone Consultations – This service has been running for several months and will continue.

Podiatry – The health centre has a podiatry department on the ground floor. Referrals can be made by your GP or via self referral if you meet the criteria. Please ask Reception for a form.

Yearly Medical Reviews – All patients with chronic conditions are invited to attend for an annual review. If you are lucky enough not to fall into this category, please feel free to make an appointment with our Practice Nurse Carol or Health Care Assistant Sharon on an annual basis..

Magazines – Unfortunately these are seen as an infection control hazard. Please feel free to bring a magazine, tablet, book, knitting with you!

Staff Attitudes – Our reception staff have a very tough job and I am sure you will agree that most of the time they do an excellent job. If you have any concerns please bring it to the attention of the Practice Manager. All our staff wear name badges and state their name when answering the telephone so you know who you are speaking with.

Psychiatry – There are no plans for a psychiatric service to be held on site. The nearest provision for this is Accrington. However the practice does work closely with mental health services and regularly lets the service see patients at the health centre and High Street Surgery so the patient can be seen closer to their home.

Phone Lines – We are aware that the phone lines are very busy and the practice has invested heavily in improving the system to include call queueing and call handling. If we increased the amount of lines we would need more staff to man them. Funding to GP practices has been cut over recent years and unfortunately we do not have any budget for extra staff at the moment.

Named GP – The practice has a contractual obligation to allocate each patient a named GP. This does not mean that this GP is solely responsible for your care. We are a group practice therefore you can see any of the GPs. Due to annual, study, sick, maternity and paternity leave it may not be possible to see one GP all the time. If you would like to know who your named GP is please ask at Reception.

Waiting Time – Unfortunately sometimes you may have to wait a while when you have turned up for your appointment. This is usually due to a patient needing to be admitted to hospital in an emergency situation. Please be assured that the GPs / Nurses know you are waiting and will try to see you as quickly as possible.

GP Areas Of Interest / Speciality – Please see our practice website.

Thank for you all your comments / suggestions.

For those of you who said they are happy with the service – Thank You – we try our best!

Please ask for details regarding appointment types, electronic access and electronic prescribing.

Please check out our website: www.ghmg.org.uk for the full patient survey results.

Health checks

Allergies

1 in 3 people are affected by an allergy such as hay fever at some point in their life. Allergies can develop at any time and have wide ranging effects on an individual's quality of life.

If you think you are suffering from an allergy, or are experiencing sneezing, itchy eyes or a rash, ask your pharmacist for more advice.

Chlamydia screening

As the signs and symptoms are invisible, most people with a Chlamydia infection don't know they have it. The most common bacterial sexually transmitted infection in the UK, it can stay undetected for months or years.

Passed on through intimate sexual contact, the infection can spread and cause serious long term problems, affecting fertility and sexual health in both men and especially women.

Just a simple urine test, carried out in the privacy of your own home, will confirm if you are carrying the infection. A number of pharmacies are already offering tests and treatment free on the NHS. If not, they'll tell you where you can get it free on the NHS or you are able to buy it over the counter.

My pharmacist explained how I could get tested.



Keeping you healthy

Stopping smoking

Giving up smoking requires will power and determination, but it's easier with the right support. Pharmacists are an accessible source of advice and support and if necessary, can refer you to an NHS Stop Smoking Service, if they are not offering the service themselves.

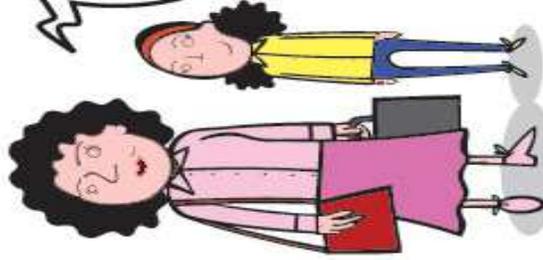
Flu vaccinations

For people at risk of getting flu, the chances of catching it can be considerably reduced through vaccination. As well as getting vaccines from your GP, some pharmacies will be able to supply and administer the vaccine.

Minor ailments

All pharmacists are able to advise on and sell over-the-counter medicines for minor ailments such as headaches and stomach upsets where appropriate.

My local pharmacy is a convenient place to get advice for my daughter's itchy skin.



More information

Pop into your local pharmacy to discuss what else your pharmacist can help you with and find out about the local services available to you.

What to do in an emergency

If you, or somebody else, has:

- taken too much of any medicine
- an allergic reaction to a new medicine (such as wheezing, rash, swelling or fainting)
- a serious side effect or unusual symptoms.

Don't delay, call 999 straight away.

To find your local pharmacy, simply put your postcode in to the pharmacy finder on

www.nhs.uk

or call

NHS Direct 0845 46 47

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Email: dh@prolog.uk.com

Tel: 0300 123 1002

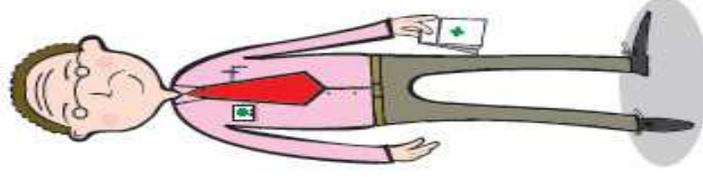
Fax: 01623 724 524

Minicom: 0300 123 1003 (8am to 6pm, Monday to Friday)

www.dh.gov.uk/publications

Guide to Pharmacy Services

How to get the
most from your
local pharmacy



It's
your
choice

What can my pharmacy do for me?

Did you know that as well as giving advice, dispensing medicines and selling some medicines over the counter, there's much more your local pharmacy can offer?

Your pharmacist can give you help and advice about your health and well-being. Minor conditions can often be dealt with by a pharmacist without a prescription and without the need to see a doctor. They may be able to advise you on the most suitable treatment, which may include an over-the-counter medicine.

You don't need to make an appointment to see a pharmacist and you can talk to them in confidence, even about symptoms that are very personal. Many pharmacies now have a consultation room or area where you can have a conversation in private.

This leaflet outlines some of the help and advice your local pharmacy may offer and how they can give you information on other local services. If you want to know more, just ask your pharmacist.

Using medicines safely

In the UK, all medicines available from a pharmacy are tested and authorised to make sure that they are safe when used correctly.

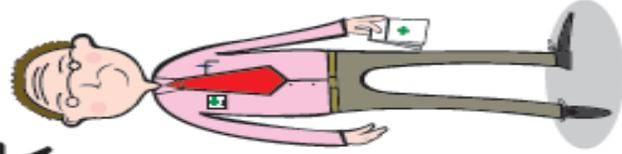
Pharmacists are experts in the safe use of medicines. They will help you to get the most from them and advise you about any side effects medicines might have.

If you're taking two or more medicines, even for the same condition and whether prescribed or bought over the counter, make sure you tell your pharmacist, as sometimes, when taken together, medicines can cause unwelcome side effects.

Always remember to tell your pharmacist if you are:

- allergic to any medicines
- taking prescribed medicines
- taking over-the-counter medicines or vitamin, mineral, or herbal supplements
- pregnant or breastfeeding
- buying or collecting treatments for someone else.

I'll explain how you take your medicines properly so you get the most from them.



Keeping up to date with your medicines

Did you know that up to 50% of people might not be taking their medicines as intended? Are you one of them?

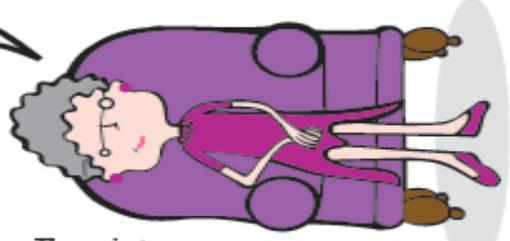
Why not ask your pharmacist for a 'medicines check up', also known as a medicines use review (MUR). This is a one-to-one discussion to talk about the medicines you are taking, what they do, how well they work for you and how to get the most from them. Many pharmacies offer this as a free NHS service. It could pick up any problems you might be having with your medicines or find easier ways for you to take them.

Collecting and delivering prescriptions

Many pharmacies offer a prescription collection and/or delivery service, where it will be collected from your GP and taken to your local pharmacy. Some pharmacies help by delivering your prescription medicines to your home if you have problems collecting medicines yourself.

You don't always need to visit your GP for your repeat medicines. Ask your GP to arrange repeat dispensing by your pharmacy.

The pharmacy is a long way for me to walk, so I get my medicines delivered to my house.



Improving your health

Your local pharmacy could help to improve your health and well-being. They can advise you on how to adopt a healthier lifestyle by suggesting changes to your diet or increasing physical activity.

Blood pressure

You can't tell if your blood pressure is too high. Some pharmacists can now check your blood pressure and offer lifestyle advice about how to stay healthy.

Cholesterol

Some pharmacies offer a simple 'finger prick' test to assess your cholesterol level and give you the results while you wait. They'll also be able to give advice on how to reduce it if it's too high or refer you to a GP if appropriate.

My pharmacist gave me advice on how I can adopt a healthy lifestyle.



The exerts below are taken from -



For more details you can view these articles in full at: <http://www.nhs.uk>

RAISING LOW ESTEEM



We all have times when we lack confidence and don't feel good about ourselves.

But when low self-esteem becomes a long-term problem, it can have a harmful effect on our mental health and our lives. Self-esteem is the opinion we have of ourselves. When we have healthy self-esteem, we tend to feel positive about ourselves and about life in general. It makes us able to deal with life's ups and

downs better. When our self-esteem is low, we tend to see ourselves and our life in a more negative and critical light. We also feel less able to take on the challenges life throws at us.

What causes low self-esteem?

Low self-esteem often begins in childhood. Teachers, friends, siblings, parents, and even the media give us lots of messages – both positive and negative. But for some reason, the message that you are not good enough sticks.

You may have found it difficult to live up to other people's expectations of you, or to your own expectations.

Stress and difficult life events, such as serious illness or a [bereavement](#), can have a negative effect on self-esteem. Personality can also play a part. Some of us are simply more prone to negative thinking, while others set impossibly high standards for themselves.

How does low self-esteem affect us?

The problem with thinking we're no good is that we start to behave as if it's true. "Low self-esteem often changes people's behaviour in ways that act to confirm the person isn't able to do things or isn't very good," says Chris Williams, Professor of Psychosocial Psychiatry at the University of Glasgow.

If you have low self-esteem or confidence, you may hide yourself away from social situations, stop trying new things and avoid things you find challenging.

"In the short term, avoiding challenging and difficult situations makes you feel a lot safer," says Professor Williams. "In the longer term, this avoidance can actually backfire because it reinforces your underlying doubts and fears.

It teaches you the unhelpful rule that the only way to cope is by avoiding things.” Living with low self-esteem can harm your mental health, leading to problems such as **depression** and **anxiety**. You may also develop unhelpful habits, such as **smoking** and **drinking** too much, as a way of coping.

How to have healthy self-esteem

In order to boost self-esteem, you need to identify and challenge the negative beliefs you have about yourself.

“You need to look at your beliefs, how you learned them and why you believe them,” says Professor Williams. “Then actively begin to gather and write down evidence that disconfirms them.”

Learn to spot the negative thoughts you have about yourself. You may tell yourself you are “too stupid” to apply for a new job, for example, or that “nobody cares” about you. Start to note these negative thoughts and write them down on a piece of paper or in a diary, suggests Professor Williams. Ask yourself when you first started to think these thoughts.

Next, start to write down evidence that challenges these negative beliefs: “I am really good at cryptic crosswords” or “My sister calls for a chat every week”. Write down other positive things you know to be true about yourself, such as “I am thoughtful” or “I am a great cook” or “I am someone that others trust”. Also write down good things that other people say about you.

Aim to have at least five things on your list and add to it regularly. Then put your list somewhere you can see it. That way, you can keep reminding yourself that you are OK.

Other ways to improve low self-esteem

Recognise what you are good at

Build positive relationships

Be kind to yourself

Learn to be assertive

Start saying 'no'

Give yourself a challenge

Where to find help for low self-esteem

You may feel you need some help to start seeing yourself in a more positive light. Talking therapies, such as counselling or cognitive behavioural therapy, can help. Your GP can explain the different types and tell you what’s available in your area.



COPING WITH MONEY WORRIES

It's normal to feel worried, anxious or down when times are hard. Job insecurity, redundancy, debt and financial problems can all cause emotional distress.

But there are lots of things you can do to help yourself if you're in a difficult situation.

When you've been made redundant or you're struggling with debt, feeling low or anxious is a normal response.

You may be feeling, behaving or thinking in ways that are unfamiliar. But this doesn't necessarily mean you're suffering from depression or an anxiety disorder.

How can I feel more positive

- Being more active means not withdrawing from life. Keep seeing your friends. Keep your CV up-to-date. Don't ignore the bills – try to keep paying them. If you have more time because you're not at work, take up some form of exercise, as it can improve your mood if you're feeling low.

Exercise – see 'Get fit for free' for ideas on how to exercise without spending any money. You can also search for exercise classes and sports clubs close to where you live.

- Facing your fears means not avoiding things you find difficult. For example, if it looks like you're going into debt, get advice on how to prioritise your debts. When people feel anxious, they sometimes avoid talking to others. Some people can lose their confidence about driving or travelling. If this starts to happen, facing up to these situations will generally make them easier.

For some people, alcohol can become a problem. You may drink more than usual as a way of dealing with or hiding your emotions, or just to fill time. But alcohol won't help you deal with your problems and could add to your stress. Get tips on how to cut down on alcohol.

Why routine is important

If you don't have to go to work in the morning, you can get into a poor sleep routine, lying in bed until late or watching TV all day. Get up at your normal time and stick to your routine.

If you lose your routine, it can also affect your eating. You may stop cooking, eat snacks instead of having proper meals, or miss breakfast because you're still in bed.

When should you get medical help?

Most people who experience emotional distress will pick themselves up after a few days or weeks and then feel able to tackle challenges such as finding a new job.

If you're still feeling worried, anxious or low after a few weeks, see your GP. You may find that talking to a professional therapist could help. Your GP can advise you on talking therapy services in your area.

For more information visit; <http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/coping-with-financial-worries.aspx>

Seek help immediately if...

If you start feeling like you really can't cope, life is becoming very difficult or isn't worth living, get help straight away. These are dangerous signals that mean you need to talk to someone.

Further help for money problems

The Citizens Advice Bureau - www.citizensadvice.org.uk or Telephone; 03444 111 444

The www.gov.uk website has sections on:

[redundancy and dismissals](#)

[benefits](#)

[managing debt](#)

Jobseekers section

Or visit; www.moneyadviceservice.org.uk

Eating well on a budget

This is easier than you think -

20 tips to eat well for less

1. Write a shopping list and stick to it.
2. Waste nothing
3. Eat leftovers for lunch
4. Buy frozen they are just as good for you as fresh. Frozen vegetables are picked at the peak of freshness and then frozen to seal in their nutrients.
5. Trade down - You could cut 30% off your shopping bill by buying cheaper brands than you normally do, according to Money Saving Expert – that's a potential saving of over £1,500 a year on a family's £100 weekly shop.
6. Veggie might - Meat and fish are typically the most expensive food ingredients on a shopping list. How about adding vegetables to meat dishes such as casseroles to make your meals go further?



7. Cook with pulses - Pulses, such as beans, lentils and peas, are some of the cheapest foods on the supermarket shelf.
8. Freeze left over bread - Reduce waste by freezing bread, preferably in portions (for convenience) and when it's at its freshest.
9. Know your kitchen - know what's in your kitchen store cupboard, fridge and freezer. You may find you've got enough ingredients to make a meal! Plan your week's meals to include ingredients you've already got in and avoid buying items you already have.
10. Buy cheaper cuts – Take a little more time with your cooking and buy cheaper cuts of meat – its a great way to save.
11. Look up cheap recipes - Cheap doesn't have to mean less tasty.
12. Eat smaller portions - Try eating smaller portions by saying no to a second helping or using a smaller plate.
13. Cook from scratch - Preparing and cooking your own meals is
Is generally cheaper than buying a takeaway or a ready meal, and its easier to control what goes in to your dish, it can be healthier.
14. Buy a whole chicken – Its the cheapest way to buy chicken.
15. Price check pre-packed produce - Fruit and vegetables sometimes cost more pre-packaged than loose.
16. Cut down on luxuries - If your regular shopping basket tends to include fizzy drinks, crisps, snack bars, biscuits and cakes, try trimming down on non-essential items.
17. Beware of BOGOF offers - Special discounts such as buy-one-get-one-free deals can offer good value, but be careful; only buy items you actually need and are likely to keep and use – tinned or frozen fruit and veg or rice and pasta are a good example.
18. Toddlers eat the same - If you've got a toddler in tow, get him or her used to eating the same meals as you instead of relying on costly pre-prepared toddler food. Simply blend or chop up their portion to suit their age and freeze extra child-sized portions for later.
19. Shop on-line - Price comparison websites eg. mysupermarket.com, let you select a basket of products and then choose the cheapest supplier.
20. Shop during 'Happy Hour' - Most supermarkets discount fresh items towards the end of the day. However, with longer opening hours it's a case of finding out just the right time to grab those bargains.

For more information visit; [nhs choices/eatwell](http://nhschoices/eatwell)

NOVOVIRUS

If you come down with Norovirus, also known as the 'winter vomiting bug', you normally don't need to see your GP unless symptoms persist for more than a few days.

Diarrhoea and vomiting?



There's no specific cure for stomach bugs such as Norovirus
Going to your GP puts others at risk of infection. Treat symptoms at home



stay hydrated



take paracetamol



prevent spread



stay at home for two days after symptoms clear

#EssentialKit

ZIKA VIRUS

Zika virus disease is mainly spread by mosquitoes. For most people it is a very mild infection and isn't harmful.

However, it may be more serious for pregnant women.

Experts expect the Zika virus to spread to all countries in the Americas (including the Caribbean), with the exception of Chile and Canada.

People travelling to affected areas should seek travel health advice before their trip. It is recommended that pregnant women postpone non-essential travel to areas with active Zika virus transmission. These are areas where cases of Zika virus disease have been acquired locally, through mosquitoes, and reported by health authorities within the last two months.

If you travel to an affected area, you can reduce your risk of catching the virus by using insect repellent and wearing loose clothing that covers your arms and legs.

Symptoms of Zika Virus infection

Most people don't have any symptoms. If symptoms do occur, they are usually mild and last around two to seven days.

Commonly reported symptoms include:

- fever
- rash
- joint pain (with possible swelling, mainly in the smaller joints of the hands and feet)
- conjunctivitis (red eyes)
- muscle pain
- headache
- pain behind the eyes

itching all over the body

[Reducing your risk of Zika Virus infection](#)

Before travelling, seek travel health advice from your GP/practice nurse or a travel clinic ideally four to six weeks before you go. Detailed travel health advice for your destination is also available from the [National Travel Health Network and Centre \(NaTHNaC\) website](#)

To reduce your risk of infection, you should avoid being bitten by an Aedes mosquito. The most effective bite prevention methods, which should be used during daytime and night-time hours, include:

- **Using insect repellent that contains DEET (N, N-diethyl-meta-toluamide)** on exposed skin, after sunscreen. DEET can be used by pregnant or breastfeeding women in concentrations up to 50%, and in infants and children older than two months. It should not be used on babies younger than two months.
- **Wearing loose clothing** that covers your arms and legs.

Sleeping under a mosquito net in areas where malaria is also a risk

[Advice for pregnant women](#)

There is increasing evidence to suggest that pregnant women who contract the virus at any point during pregnancy may have an increased risk of giving birth to a baby with microcephaly (this means the baby will have an abnormally small head and can be associated with abnormal brain development).

It is therefore recommended that pregnant women postpone non-essential travel to areas with active Zika transmission until after pregnancy.

Discuss your travel plans with your GP, practice nurse or a travel clinic. If travel is unavoidable, then you should take extra care to avoid being bitten by mosquitoes.

[Advice for women trying to get pregnant](#)

If you are trying to get pregnant, discuss your travel plans with your GP, practice nurse or travel clinic. You should take extra care to avoid being bitten by mosquitoes.

- feeling uncomfortable or refusing to eat in public places, such as at a restaurant
- the use of "pro-anorexia" websites

You can also talk in confidence to an adviser from the eating disorders charity [Beat](#) by calling their helpline on 0345 634 1414. They also have a designated youth helpline on 0345 634 7650.

More information can also be found at; <http://www.nhs.uk/Conditions/Eating-disorders>



GET RUNNING WITH COUCH TO 5K

A running plan for beginners

Our C25K plan is designed to get just about anyone off the couch and running 5km in nine weeks.

Couch to 5K is a running plan developed to help absolute beginners get into running. The plan involves three runs per week, with a day of rest in

between, with a different schedule for each of the nine weeks.

But did you know that regular running can help reduce the risk of chronic illnesses such as heart disease, type 2 diabetes and stroke, boost your mood and keep your weight under control?

There is a full plan available of how to get started and a week by week build up to the all important 5K. Go to; <http://www.nhs.uk/LiveWell/c25k/Pages/couch-to-5k.aspx> to find out more details. An app is also available to download.

Below are some of the comments from previous participants;

'Running helps manage my blood pressure'

'My family's deaths were a wake-up call'

'Mother and son bond over love for running'

'I took up running after losing a friend'

'I struggled to get out of the bath before C25K'

'Running gives me a sense of achievement'

'Couch to 5K helped me lose weight'

'C25K boosted my self-confidence'

Bernard a Great Harwood Medical Group Patient says;

“Couch to 5K has kick started my weight loss and fitness regime. I was impressed by the organisation of the event and the groupings. I was also amazed of the enthusiasm and knowledge of the volunteer coaches and the camaraderie that grew within the groups over the weeks”.

TIME TO QUIT

Want to stop smoking? Find out practical, quick and simple steps you can take NOW to quit successfully. Stop putting it off and get started with NHS Choices;

<http://www.nhs.uk/livewell/smoking/Pages/stopsmokingnewhome.aspx>



TINNITUS

It's often described as "ringing in the ears", although several sounds can be heard, including:

- buzzing
- humming
- grinding
- hissing
- whistling

Some people may hear sounds similar to music or singing, and others hear noises that beat in time with their pulse (pulsatile tinnitus).

Tinnitus is rarely a sign of a serious underlying condition.

However, it can sometimes be continuous and have a significant impact on everyday life.

In many cases, tinnitus will get better gradually over time. But it's important to seek medical advice to see if an underlying cause can be found and treated, and to help you find ways to cope with the problem.

You should see your GP if you continually or regularly hear sounds such as buzzing, ringing or humming in your ears.

You can read more about tinnitus at;

<http://www.nhs.uk/Conditions/Tinnitus/Pages/Diagnosis.aspx>

NEW ALCOHOL GUIDELINES



New proposed guidelines on alcohol, drawn up by the Chief Medical Officers of the UK, have been published today.

The expert group that produced the guidelines looked at the body of new evidence about the potential harms of alcohol that has emerged since the previous guidelines were published in 1995.

There are three main issues on which revised or new guidance is given:

- guidance on regular drinking
- guidance on single drinking sessions

guidance on drinking in pregnancy

Regular drinking

The guidance advises that:

- to keep health risks from drinking alcohol to a low level you are safest not regularly drinking more than 14 units per week – 14 units is equivalent to a bottle and a half of wine or five pints of export-type lager (5% abv) over the course of a week – this applies to both men and women
- if you do drink as much as 14 units per week, it is best to spread this evenly over three days or more
- if you have one or two heavy drinking sessions, you increase your risks of death from long-term illnesses and from accidents and injuries
- the risk of developing a range of illnesses (including, for example, cancers of the mouth, throat and breast) increases with any amount you drink on a regular basis

if you wish to cut down the amount you're drinking, a good way to achieve this is to have several alcohol-free days each week

Drinking and pregnancy

The guidelines recommend that:

- if you are pregnant or planning a pregnancy, the safest approach is not to drink alcohol at all, to keep risks to your baby to a minimum
- drinking in pregnancy can lead to long-term harm to the baby, with the more you drink the greater the risk



If you have just discovered you are pregnant and you have been drinking then you shouldn't automatically panic as it is unlikely in most cases that your baby has been affected; though it is important to avoid further drinking.

If you are worried about how much you have been drinking when pregnant, talk to your doctor or midwife.

Why have the guidelines been revised?

There are a number of factors that have come to light since 1995 or were thought important by the expert group so they needed to be highlighted to the public. These include:

- The benefits of moderate drinking for heart health are not as strong as previously thought and apply to a smaller proportion of the population – specifically women over the age of 55. In addition there are more effective methods of increasing your heart health, such as exercise.
- The risks of cancers associated with drinking alcohol were not fully understood in 1995. Taking these risks on board, we can no longer say that there is such a thing as a "safe" level of drinking. There is only a "low risk" level of drinking.
- The previous guidelines did not address the short-term risks of drinking, especially heavy drinking, such as accidental head injury and fractures.
- In pregnancy the expert group thought a precautionary approach was best and it should be made clear to the public that it is safest to avoid drinking in pregnancy.



Your Patient Participation Group needs **you!**

The group needs a person who is an IT wiz.

Can you update our;

Facebook page?

Website?

And know your way around 'Publisher'?

If you can help your PPG we would like to hear from you.

In the first instance contact; Mrs Sarah Lord, Practice Manager, Gt. Harwood Medical Group.



LITTLE GREEN BUS in Hyndburn

Little Green Bus is a small Charity that has provided Community Transport in and around the Ribble Valley since 1992 and, is hoping to provide some of our much valued services in Hyndburn. **We are in the process of recruiting volunteer drivers and hope to start the services soon. If you would be interested in volunteering please**

Community Cars

call 01200 444484.



The door-to-door service is provided by volunteer drivers using their own cars and, all journeys are coordinated by the team at Little Green Bus, not directly with the drivers.

As this is a voluntary service, it depends on the availability and willingness of the volunteers, as such, there is no guarantee that we will be able to find a driver for your trip. However, we will always try our best to help as many people as possible.

The service is suited to 'off the beaten track' areas, for vital health appointments or journeys where other services are unsuitable. Our volunteers will normally wait with you. However, if they have another person to transport they will arrange to come back for you.

Fares are £0.40 per mile whilst you are in the car. This is **not** an individual fare, it is a rate set by HMRC for volunteer motoring costs so, if there are two of you travelling, the shared fare is still £0.40 per mile. For the mileage you are in the car, you pay the driver in cash, together with parking fees if they apply.

Group Transport:

Provides an opportunity for qualifying groups and organisations who do not have their own accessible minibus to use a minibus and driver provided by Little Green Bus. The scheme enables many groups to attend events ranging from lunch clubs to trips organised by another charity. For more information please call 01200 444484.



Training:

MiDAS(Minibus driver awareness scheme) training is provided to volunteers of Little Green Bus and other organisations. This is a one or two day course, accessibility training being the second day and comes with national accreditation. Please call 01200 444484 for information and prices.



COMMENT ON THE SERVICE AND CARE YOU RECEIVE

Our Practice works very hard for its patients.

Did you know that you can post comments on the NHS Choices Website regarding 'Great Harwood Medical Group'? Why not visit the site and leave your constructive comments.

Step 1- Visit; <http://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=41298>

Step 2- Press the 'Leave review' button on the right hand side

Step 3- Work through the questions and leave your feedback

Step 4- Leave your email if you wish, or remain anonymous

Step 5- Submit

Dementia & Befriending Talk by Carers Link



Hosted by Great Harwood Medical
Group's Patient Participation Group

Churchfield House
Great Harwood



On
Wednesday 8th June

From

3.30pm to 5pm

Refreshments will be on sale.



Ladies That Lunch

We are a weekly group to sit down for lunch with like-minded ladies and chat, whilst enjoying delicious food and a drink.

The Parlour, Elmfield Hall, Gatty Park, Accrington, BB5 4AA

£6.50 (includes lunch)

Every Friday 12pm-2pm

Ribble Valley Breast Friends

Welcome, we are a weekly support group for anyone who has diagnosed with breast cancer in the Ribble Valley Mondays 1pm- 3pm

Grindleton Pavilion

BB7 4QS

Do you fear speaking in public?

The speakers club provides help, training and friendly

support to overcome fears and improve speaking skills. We

welcome visitors and new members.

Clitheroe Speakers Club

Young Farmers Club, Lincoln Way, (Auction Mart) Clitheroe

BB7 1QD

Community Call

Do you feel socially isolated or lonely?

Would you like to make friends and get involved in a local group? Or do you need support with something? Perhaps a local group can help. Highlighted here are just a few of the groups in Hyndburn & Ribble Valley;

If you would like to make contact or find out more

ring **CVS** on
01254 888614

For further details on any of these groups or details of other groups in your local community, or if you would like to see your group featured here.



Grindleton Pavilion

Don't be on your own, always a chair and warm friendly welcome here for everyone to join in.

3rd Tuesday Monthly

2pm- 4pm

Chat & Craft Refreshments

DanceSyndrome

We offer fun, accessible and inclusive dance and fitness sessions for anyone who wants to get moving and have a good time. The sessions include both upbeat and gentle dance, together with movement to music, which all helps participants

New Era Centre, Paradise Street, Accrington, BB5 1PB

The Shed Adventures

If you are caring for someone with dementia or memory loss issues, then this exciting new project may help you receive some free respite.

If the person you care for enjoys the great outdoors then you can simply bring them along to take part in FREE engaging outdoor activities on a working organic farm whilst you enjoy a couple of hours of 'me time'.
Monday 6th June

Lower Gazegill Farm, Cross Hill Lane, Rimmington, BB7 4EE

New Era Choir

Ladies and gentlemen if you enjoy singing and would like to join a local community choir, then come to New Era Choir, Accrington. We do not hold auditions, you just turn up and join in. We have a qualified voice coach and sing a cross section of songs to suit all tastes. So, if you are over 50 and fancy joining us we have practice sessions every Thursday from 10am to 11.30am at New Era, Paradise Street, Accrington, BB5 1PB

Accrington Flower Garden Club

We hold monthly flower demonstrations by Area or National demonstrators. These take place at Hipping Vale Community Centre, Harvey Street, Oswaldtwistle, BB5 3LT on the fourth Tuesday of the month at 7.30pm Except July and December. We arrange workshops and outings throughout the year.

Have Your Say.....

Clinical Commissioning Group (CCG) Questionnaires

The CCG are consulting with the public regarding offering 7 days a week, 8am – 8pm appointments. It is proposed to close the Accrington Victoria Walk In service (not the minor injuries department) and replace with a Hyndburn Hub. It will work whereby you ring the Practice and then you will be offered either an appointment at the Practice, at the Hub or referred to; the Pharmacist, self help method OR A & E.

Don't miss out on having your say –

Pick up information and a questionnaire at reception

More information is available at;

www.eastlancscg/primarycare,nhs.uk

If you have access to the internet, you can complete an online questionnaire;

<http://tinyurl.com/primarycareaccess>



*We're listening
to you...tell us more*

We listen to your feedback.....

We received a lovely written comment from a patient which reads –

“Cannot praise enough the helpful, supportive attention I received from Claire this morning. I feel she went above and beyond what I expect when trying to get some advice and help for my daughter.

Thank You!” (name given)

Another written comment;

As most people attend because of virus/infections etc and all use the same self-check-in screen – could we have hand sanitisers available?

..... there is hand gel on top of the check in screen, on the column mounted dispenser and soap available in the toilets.



Minutes In Brief from the Patient Participation Group

March 2016 Meeting

Dr Sohail Ansar joined the practice on 18th January as a salaried GP.

Dr Radice has returned from maternity leave and is back to working 4 days per week.

Dr Sonde joined us in February and will stay with us until August. She is in her second year of speciality training to become a GP and will be with us on Mondays and Fridays throughout her placement.

We welcome a new full time receptionist Vicky Owen, who will be working at Gt Harwood for the time being.

The practice has joined the East Lancs Union of GPs, which is a federation consisting of 36 practices representing 226,633 patients across the locality. The federation is currently working with East Lancs Clinical Commissioning Group (CCG) to provide access to GP services up to 8pm Monday to Friday and Saturday mornings at a hub in Hyndburn.

As Mrs Grayson has arranged for the side road to be named after Dr Grayson the group are looking at fundraising for a permanent memorial.

Prioritisation Process: the CCG have informed us that there were lots of anomalies within the document which would take time to sort out.

Why Health is “Easier Said Than Done”: This report by the Royal Society for the encouragement of Arts, Manufacturers and Commerce, sets out some reasons why we might find it hard to live in a healthy way, exercising, eating well, getting adequate sleep and checking for early warning symptoms. It also looks into strategies for overcoming those hurdles and to initiate lifestyle changes, including commitment devices, temptation bundling and implementation plans.

We were advised that there had been a few problems with the software used to identify patients for their annual reviews this year but hopefully from April all patients who need a review will be called in their month of their birth.

The group thought it a good idea for all patients to ask for an appointment card as proof of their appointment.

If you take regular medication and one of them has become unsynchronised please ask the Reception staff to synchronise your medications the next time you put in a request. If you are due a medication review and do not have enough medication to last until the review please inform the Receptionist who will ask the GP for enough medication to see you through until your appointment.



Minutes In Brief from the Patient Participation Group

May 2016 Meeting

Dr. Tyagi talked to the group regarding recent instances of unacceptable behaviour from patients towards Reception staff. **Dr. Tyagi** went on to say that the Practice has been through great turmoil for the last nine months, trying to fulfil the demand since the unfortunate passing of Dr. Grayson. He went on to say that some patients have been shouting, swearing and taking their frustrations out on the receptionists. He asked all patients to go through the proper channels if they have a specific problem. It is not acceptable to be abusive. It was suggested that a strong letter should be sent to disorderly patients in line with the NHS zero tolerance policy – this has already been done. The PPG agreed this is most definitely behaviour which **MUST NOT** be tolerated.

It was mentioned that pharmacists should feed back to patients any problems with repeat prescriptions. Dr. Tyagi stated that it was good practise to have a review of medication.

Dr. Tyagi stated that the content of a drug is the same from brand to brand, even though the packaging maybe different.

More same day appointments have been added. Patients can ring from 8am for morning appointments and from 1pm for afternoon appointments. The last bookable appointment is as late as 6.20pm. The Sit & Wait sessions will continue.

See how you can have your say further in the newsletter regarding 7 day a week NHS care.

We are to send a letter to our MP Mr Graham Jones for continued support for the 'Put Patients First' campaign.

The PPG are to hold a Meet and Greet on Monday 6th June from 9am until lunch.

Please come along and meet us and find out what the PPG is all about.

We will also be present talking to the public in Accrington Market Hall on Monday 13th June 2016 10am – 2pm.

You can get a form for self referral from reception for Podiatry/chiropractic services.

Date of Next Meeting - Tuesday 12th July at 2pm