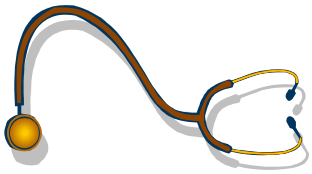


Patient Participation Group

Stethoscope

Great Harwood Medical Group PPG Newsletter 8th Edition - Nov 2016

Great Harwood Health Centre

In This Issue

- Christmas Fayres
- Antibiotics
- Zero Tolerance
- CQC Report
- Appointments
- And much more...

1st Anniversary of Dr Grayson Passing

It was the 1st anniversary of Dr. Grayson's passing on the 10th September 2016. It still does not seem real that Dr Grayson is no longer with us. Dr. Grayson and Sarah Lord (Practice Manager) were the driving force behind Gt.Harwood Medical Group's PPG. He pioneered this group from its very slow beginnings so that patients could have their say.

In fact when our group was first formed he was fighting for the very building we are now in. Many discussions took place about the facilities and his enthusiasm for the project shone through.

I myself as I am sure many of you, have a great many reasons to be grateful to him. He was a shining beacon within Great Harwood Medical Group.

He did so much throughout the community and his good work was recognised even by those who were cared for by other practitioners. On the day after his passing wherever you went within the town, the community was stunned and could not believe that this tragedy was in fact a reality. This is still the same today which could be seen by the tributes and cards which came into the Practice on his anniversary which I know was a comfort to all the staff.

There have been many tributes paid since his passing and these few lines go nowhere to describe the great man and doctor he was.

Dr Grayson always had time to listen he was a true caring family doctor, who will be greatly and sadly missed by all who knew him.

Rest In Peace Dr Grayson and our good wishes and thoughts are sent to his wonderful family which he loved very much.

Carol O'Brien
PPG Secretary

The Doctor Grayson Memorial Fund

Since the passing of Dr Grayson it has always been the intention of the doctors, staff and Patient Participation Group to hold an event ro raise money in his memory.

Dr Grayson was well aware of the issues surrounding Mental Health and the enormity of the difficulties individuals encounter with little support.

With this in mind it has been decided that the proceeds of the events will go to purchase some 'self help' booklets. These will hopefully be purchased from MIND a charity who was the beneficiary from donations following Dr Grayson passing. These can then be given out to individuals in a hope that it will give a little piece of hope to patients who are in despair. It is also hoped to purchase a plaque to be erected at our Rishton site.

Therefore it has been decided that we will hold a 'Christmas Fayre' at both sites. Any patients who feels they would like to contribute in anyway by attending, donating (prizes etc) or helping please don't hesitate to get in touch. All help in any way will be appreciated. In the first instance contact Sarah Lord (Practice Manager) 01254 617570 or pop into reception .

Charity Christmas Cards

Christmas Fayre

Craft stalls

In Aid Of

Free Entry

Dr R Grayson Memorial Fun

Refreshments

High Street Surgery
Saturday 26th November 2016
10am – 12noon

Raffle

Cake Stall

Great Harwood Medical Group
In Reception & the meeting room, Upstairs Level 1
Wednesday 30th November 2016
2pm – 4.30pm

Games

Tombola

Did you know that antibiotics will NOT treat cold and flu symptoms?

48% of the population visit their doctor expecting antibiotics for cold and flu, which won't work.

1 in 4 people unnecessarily visit their GP or A&E as a first port of call when suffering from flu.
3 out of 4 people don't know pharmacists train for 5 years.

Suffering with cold and flu symptoms? Save yourself a trip to your GP and speak to your **pharmacist first** for advice on what is best for you.

Symptoms of a cold, cough, flu, nasal congestion and ear infection may last longer than you think.

* The majority of cold and flu symptoms will be over in 4-5 days but complete recovery can take up to 10 days and sometimes longer.

* There is no 'cure' but you can treat the symptoms with some practical self-help measures and over-the-counter (OTC) medicines (sold without a prescription) which don't require a trip to your GP. **Your pharmacist can advise on what OTC medicines are best for you.**

If you have flu, this is the time when you will have a high temperature and symptoms that come on quickly. You will be shivering with a headache, muscle aches in your back and legs and you may feel dizzy. The high temperature should go down within 48 hours. If you have a cold, this is the incubation stage (the time between catching an infection and symptoms appearing) meaning there are no symptoms to tell you that you have contracted a cold virus.

87% of people
are unaware that a
cold can last 1 ½ weeks

WHAT'S HAPPENING TO YOUR BODY?

A strong sneeze can travel the length of a bus or tube carriage and you may have picked up your cold or flu by inhaling infected droplets from someone else's sneeze in this kind of environment. The virus contained in those droplets has got past your body's first line of defence – the hairs and mucus in the nose, which traps them – or you have introduced them by touching your nose or eyes after being in contact with someone with a cold or flu. The virus is taking over your cells and using them to reproduce by the million.

WHAT YOU CAN DO:

* It's probably best to stay at home to avoid spreading your cold to others.
* Take it easy and rest if possible.
* Keep warm and keep the atmosphere moist.
* Drink plenty of fluids, as you will lose a lot through mucus production and possibly perspiration.
* You could take paracetamol or ibuprofen to reduce your temperature.
* If your throat is very sore take a cough lozenge or use a spray.
* Avoid smoking, as it will further irritate the throat and the lining of the nose.

2 in 3 people expect a **sore throat** to last just 4 days, when it could last a week

9 in 10 people don't know that a cough can last up to 3 weeks,
expecting it to last just 8 days

Frequently Asked Questions

1. How long can I expect my cold, flu, cough, sore throat, sinusitis and middle ear infection symptoms to last?

Middle ear infection – at least 4 days
Sore throat – 1 week
Cold – 1 ½ weeks
Flu - 2 weeks
Nasal congestion / Sinusitis – 2 ½ weeks
Cough – up to 3 weeks

2. Should I go to the doctor or get an antibiotic for winter symptoms such as a cold, flu, cough, sore throat, sinusitis and middle ear infection?

These symptoms are caused by viruses. Antibiotics only work against bacteria so they will not work for these symptoms.

3.When should I see a doctor or seek medical advice if I have winter symptoms?

Most cold, flu, cough, sore throat, sinusitis and middle ear infection symptoms get better by themselves, but in a few cases when the symptoms are severe **you should see the doctor.**

4. Are over-the-counter medicines really effective for winter symptoms such as a cold, flu, cough, sore throat, sinusitis and middle ear infection?

There is no “cure” for these symptoms, but over the counter medicines work to relieve symptoms and make you feel more comfortable while your body fights the virus.

5. Can my pharmacist recommend what medicines are best for my symptoms?

Pharmacists are experts on medicines and can help you choose the medicine that will work best for your symptoms. The pharmacist can also help you assess your symptoms and advise you whether you need to see a doctor.

6. Should I stay at home if I have a cold, flu, cough, sore throat, sinusitis or middle ear infection?

Listen to your body and if you are tired get some rest until you feel better. Treat your symptoms to feel more comfortable. You will usually know when you are well enough to return to normal activities.

7. What’s the difference between a virus and bacteria?

Some bacteria, such as gut bacteria, are essential for good health. When they do cause infections they are usually localised and antibiotics can kill them. Viruses are parasites whose only purpose is to multiply. No medicine kills a virus. You have to wait for your body’s natural processes to isolate and destroy a virus.

8. What should I do if my child has a fever?

It is normal for your child to have a fever if they are fighting an infection and fever does not harm your child. However, you can help your child by giving them Paracetamol and/or Ibuprofen. Sometimes sponging your child with cold water could cause them to shiver and further increase their temperature, but luke warm water may help a little. Some younger children may have a seizure as a result of a fever. If this happens, try not to panic and put your child in the recovery position.

If your child has not had a fit before and it does not pass quickly it is best to call an ambulance. As fevers are normally caused by viruses, antibiotics are not normally effective in treating them.

9. What shall I do if my child has a cough, cold, sore throat or earache?

A child's immune system is very powerful and most common infections, such as a cough, cold, sore throat and/or earache, will clear up by itself. However, there are some things you can do to assist your child in their recovery, such as ensuring your child has plenty of rest, giving them healthy food and ensuring they are well hydrated by giving them plenty to drink. This will also help break up any phlegm and will lubricate their throat if it is sore. Paracetamol and/or Ibuprofen can also help to relieve pain and/or fever, although make sure you do not give more than the maximum dose. As most common infections are caused by viruses, antibiotics are not normally effective and by giving your child antibiotics, it can make the bacteria resistant to them meaning they will no longer work against the bacteria.

Only children with signs of more serious illness generally need to be seen by a doctor or nurse. These signs include: excessive drowsiness, difficulty breathing or rapid breathing, cold or discoloured hands and/or feet with warm body, abnormal pains in arms and/or legs, abnormal colour (pale or blue), signs of meningitis.

All the information above taken from; http://www.treatyourselfbetter.co.uk/

VIOLENT & THREATENING BEHAVIOUR

It has come to our knowledge on more than one occasion at the May and September meeting that the Practice staff, have been subjected to threatening and violent behaviour.

Dr Tyagi and all the Practice team advised us that violent and threatening behaviour has unfortunately been on the increase over the last twelve months.

This is especially hard to take given that all the GPs and staff have worked extremely hard to continue delivering a very high standard of care in the year following Dr Grayson's passing. Any locums (even though they have also given patients excellent care) do not do any paperwork and any of the ancillary jobs which our GP's do as part of their roles. Therefore our GPs have had to take up these tasks as well as their own demanding responsibilities.

We at the Patient Participation Group (we are patients just like yourselves) were absolutely appalled to hear that this is happening. I am sure many of you reading this will also be shocked.

This has recently reached a point where a member of staff was so badly treated they had to go home from work suffering from stress!

At the Patient Participation we believe that this is totally unacceptable and MUST not continue. All staff work very hard to help you with enquiries and do not deserve to be treated in this manner.

We realise that we are now living in a NOW society. However, if there isn't an appointment available or other issue that is beyond the control of the front line staff, they should not have to suffer this totally unacceptable behaviour.

The Practice, with our support, have decided to implement the following;

* Posters in reception stating violent & threatening behaviour is unacceptable.
* Staff have been told to inform the patient (if on phone) that they will put the telephone down OR the Practice Manager will take over the call.
- A flowchart will appear in this edition of newsletter of the many different ways patients can access medical care during or out of hours.
* Patients to be told they will be removed from the Practice list if their behaviour is threatening or becomes violent.

We really hope that this type of behaviour ceases and we can all try to be **PATIENT PATIENTS.**

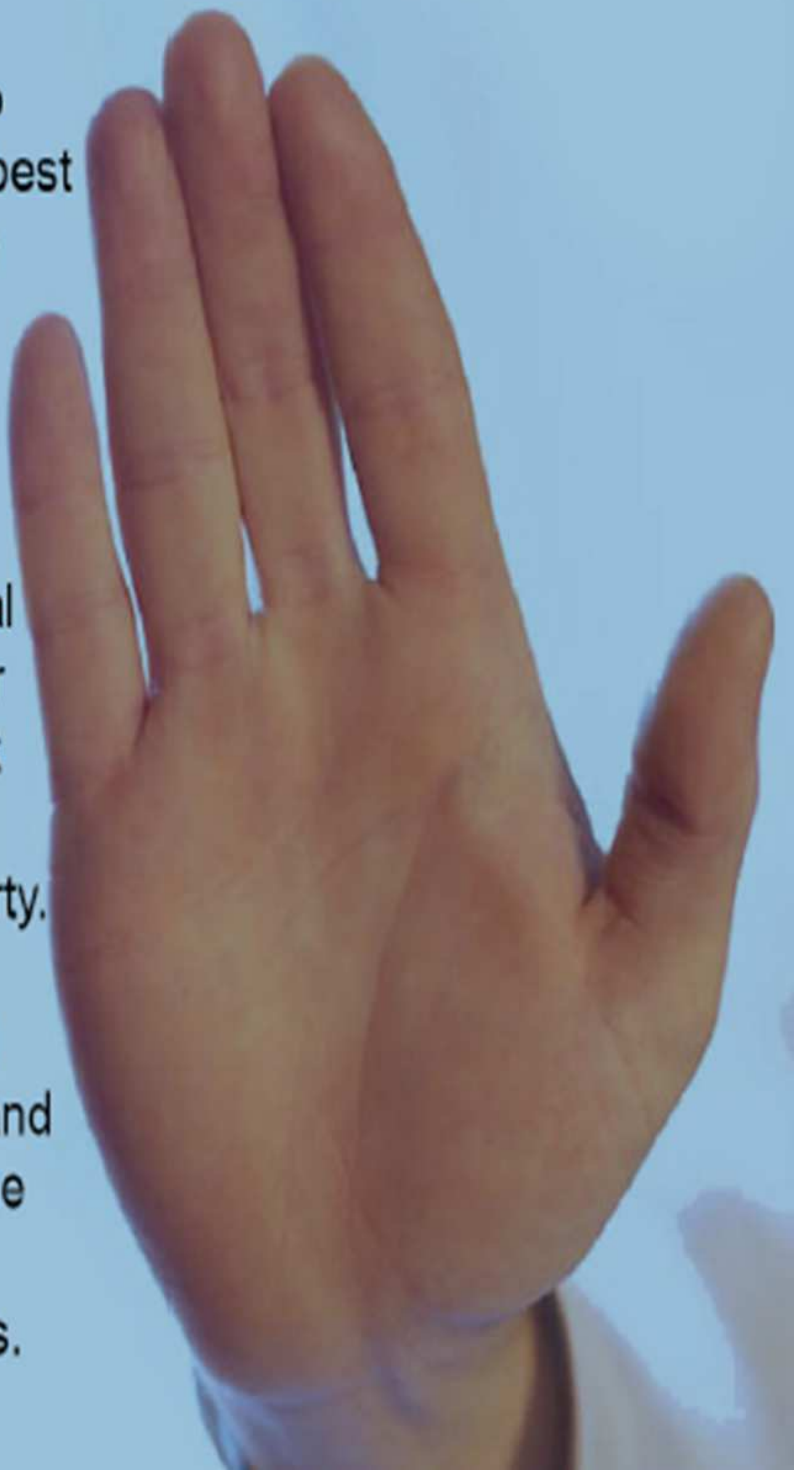
Unfortunately I'm sure the majority of Patients reading this article will also like us be horrified so I apologise to all of you who respect our staff and the demanding job they do.

Zero Tolerance Statement

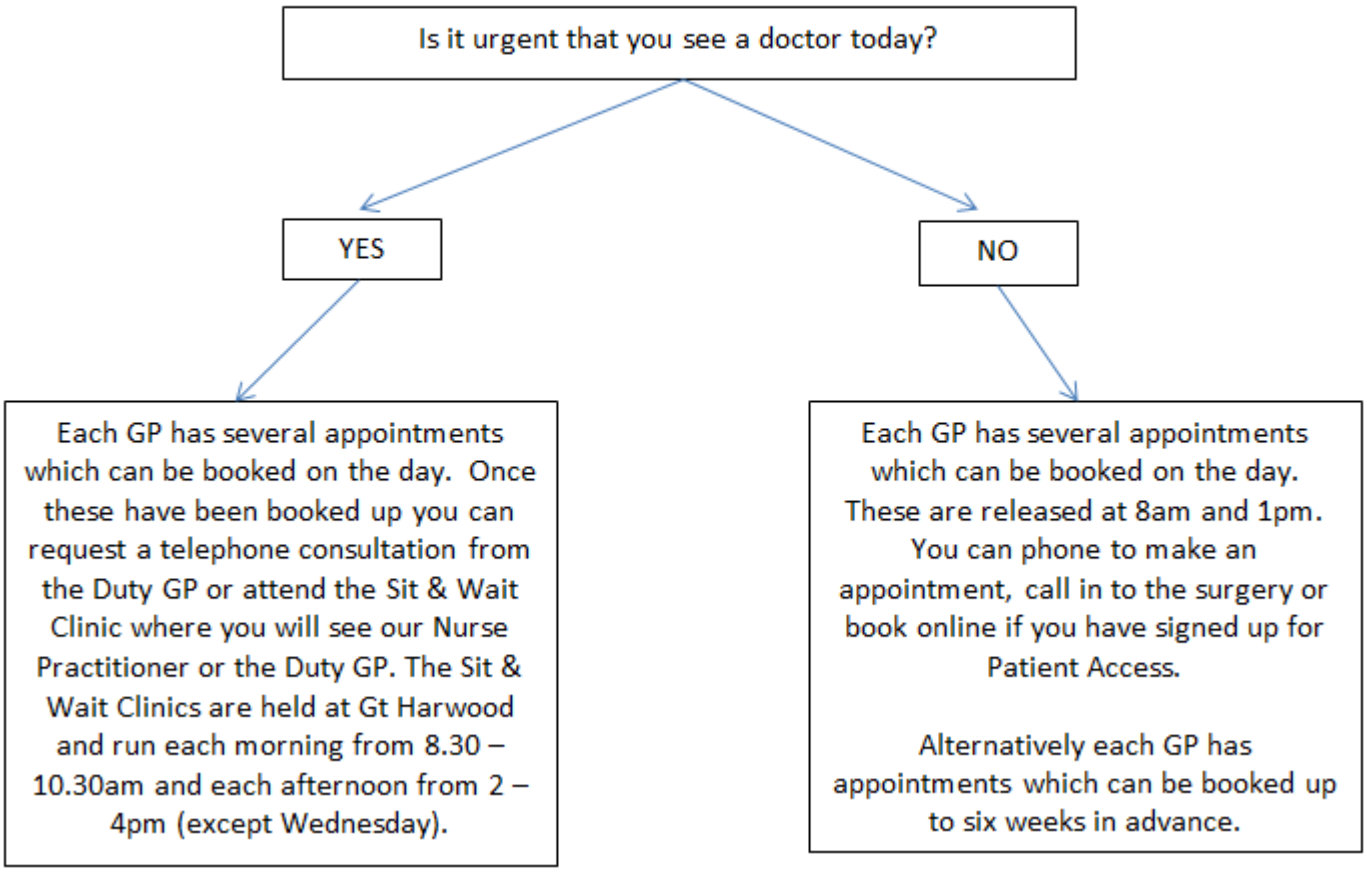
Our staff work hard to provide you with the best possible care. Please give them courtesy and respect.

We will not tolerate verbal abuse, physical abuse, harassment or discrimination against any of our staff or damage to our property.

All such incidents will be treated seriously and may be reported to the police or result in the withdrawal of services.



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 150 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.

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 as follows:-

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.

Most pharmacies now operate a scheme called the **Community Pharmacy Minor Ailments Scheme**, details of which are shown in a **Pharmacy First** information leaflet. This explains what is available and how to get it.

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 0845 53 33 230.**

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.

Minutes In Brief from the Patient Participation Group

Sept 2016 Meeting

* The Practice is still experiencing unacceptable behaviour from some Patients. **THIS IS NOT ACCEPTABLE AND WILL NOT BE TOLERATED AND MAY RESULT IN PATIENTS BEING REMOVED FROM THE PRACTICE LIST.**

- The recent Care Quality Commission (CQC) inspection took place on 1st September. We were delighted to be rated as "**GOOD"** across the board. Full details can be found on the practice website.

* Joanne Ghoorun will join the Practice on 10th October as a Nurse Practitioner running the 'Sit & Wait Clinics'. We welcome Joanne to the team and hope she will be happy with the Practice.

* News from the Hyndburn PPG was received; Hyndburn Hub, Pharmacy 1st cuts, RCGP news.

* Speakers to be invited to future meetings; CVS Talk & Community Care Navigator, Little Green Bus.

* It was decided that we shall raise funds for the Dr Grayson Memorial Fund – see full details in this issue.

* As a result of patient feedback we are to have copies of the Herald for patients to read whilst they are waiting their appointment and then to take away with them.

* Next meeting Tuesday 22nd November 1.45pm at Gt. Harwood.

Julia Miller (right) with Jane Cummings chief nursing officer in England (left)

Our own GP Community Matron Julia Miller has been given the prestigious title of Queen's Nurse by community charity The Queen's Nursing Institute (QNI). The title indicates a commitment to high standards of patient care, learning and leadership. Nurses who hold the title benefit from developmental workshops, bursaries, networking opportunities and a shared professional identity.

The Queen’s Nursing Institute held its Spring Awards Ceremony at the Grand Connaught Rooms in London on Monday 9 May.

At the event, 126 new Queen’s Nurses received their badges and certificates, presented by Jane Cummings, Chief Nursing Officer in England. Ms Cummings, Dr Crystal Oldman, QNI Chief Executive, and Kate Billingham CBE, Chair of the QNI's Council, welcomed the new Queen’s Nurses.

Jane Cummings spoke about the growing impact they are having on learning, leadership and service development in communities around the country. She said that today’s community nurses worked holistically - assessing, treating, prescribing, and wrapping health services around people in need of care. She said that she was proud to belong to a profession so full of passion, integrity and desire to help improve care for individuals and families.

Julia said:’ It makes me so proud to know that I make a difference to our elderly patients who are housebound and unable to get to the GP’s surgery within Hyndburn. I feel immensely honoured to have been awarded the Queen’s Nurse Title and I will continue to strive to improve nursing care for that group of vulnerable patients’.

Community Call

Citizen's Advice Ribble Valley

Salvation Army shop on Lowergate in Clitheroe Wednesday morning's 10am – 12noon

Our Citizen's Advice Bureau advisor, Alison, can see people to help with benefits, debt, housing, employment and other problems. Come to speak to Alison for help with managing money. Everyone needs more financial skills! Come and have a chat.

Do you feel 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

Hyndburn & Ribble Valley CVS Community Voluntary

Prescription for Wellbeing in East Lancashire

NHS East Lancashire Clinical Commissioning Group

Friday Friends

Every Friday 1pm – 4pm

Elysium Community Centre
1A Barnmeadow Lane,
Gt Harwood, BB6 7AB

Join us for an afternoon of gentle exercise, games, sing-a-longs and more
Refreshments and cakes/biscuits

To book call 01254 877755

Headway Blackburn with Darwen, Hyndburn & Ribble Valley

Spring Bank Court, Spring Bank Terrace,
Mill Hill, Blackburn BB2 4GU
Last Thursday of every month
7pm – 9pm
We have social or information sessions, see website
www.headwayblackburn.org.uk
Meetings are open to survivors of acquired brain injury, their families, carers and supporters. Feel free to pop along, everyone is welcome.

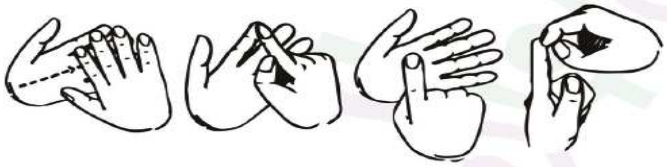
Community Navigator

The Hyndburn & Ribblesdale Community Navigator is available to provide you with information, guidance and support when accessing local events and activities that you may be interested in.
Are you lonely? – Lost you confidence? – Have a problem?
Contact the Community Navigator on 01254 888614 or email navigator@hrv-cvs.org.uk
Volunteers are also required to support people in a variety of roles. Please get in touch with the Community Navigator for more details.

Are you deaf or know someone who is?

we can

H E L P



Feeling lonely?

Low in confidence?

Want to be more active?

Maybe you'd like to get involved in a group?

Or Volunteer for a charity?

Hyndburn & Ribble Valley CVS Community Voluntary Support

NHS East Lancashire Clinical Commissioning Group

BSL Support - Hyndburn
Contact Jill

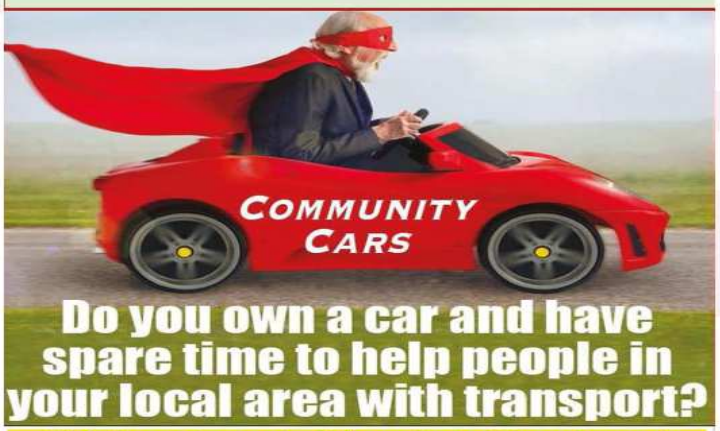
TEXT 07739 166491

jill.stazicker@hrv-cvs.org.uk

British sign language

SUPER HEROES WANTED!

For a volunteer driving scheme in Hyndburn



Do you own a car and have spare time to help people in your local area with transport?

(Motoring costs are refunded, ongoing training and support provided and additional insurance is provided to cover your no claims discount and excess)

01254 888614

jill.stazicker@hrv-cvs.org.uk

Little Green Bus provides door-to-door bus and car transport
A Registered Charity regulated by FCA, our drivers are all volunteers
Supported by The Big Lottery (Reaching Communities) and Lancashire County Council

HYNDBURN U3A

THE UNIVERSITY OF THE THIRD AGE

where everyone comes together to share/learn new skills

£15 per person but a reduction is given for a husband and wife.

This is for the whole of **Hyndburn** not just Great Harwood.
Interest Groups Include; local history, singing for pleasure, theatre, book group, French conversation, walking, bridge for beginners, let's do lunch, quilting, science/geology, communication with digital devices

Meetings held on the 2nd Friday of the month
At
Trinity URC/Methodist, King Street, Great Harwood, BB6 7NJ

For more information Contact;
Secretary; Jennifer Holden 01254 883517

U3A Website –http://www.u3a.org.uk
Temporary Hyndburn U3A website – http://www.rotaryclubghandr,org.uk/u3s.html

Coffee Morning

AT

The Peoples Centre

Just higher up than Snuffy's on the left hand side.

10-12noon **50p**

TOYS

We need some more good quality wipeable toys for Reception.
If you have any you would like to donate and maybe make room for Christmas presents please hand them in at either GtHarwood or Rishton Reception.