

Dr Mackenzie & Partners
Haslingden Health Centre
Manchester Road
Haslingden
Rossendale



NHS
East Lancashire
Clinical Commissioning Group

PATIENT PARTICIPATION GROUP NEWSLETTER

Spring 2016

Issue 2

Dr Mackenzie & Partners
Haslingden

ROSSENDALE

EAST LANCS
Clinical Commissioning Group



Dr Mackenzie and Partners
Patient Participation Group

Welcome to the Spring Newsletter – we've lots to tell you. We have 15 new members but still looking for more. With the help of the re-launched Community Directory we will be more available in the Health Centre. We intend all staff and patients have the opportunity to know what's available, what it can do for them, where it happens, when to use it, how to access it and achieve the best possible health experience.

NHS Changes - "stronger GP services, resourced" The changes to Primary Care are extensive. We need to know and understand what they are. We need to know when, where and how so we can take advantage of different and better services. BUT before this happens we must get involved in the consultations about to take place.

CONNECT & PRIORITISATION -

Joining up Health and Social Care, bringing more hospital services into the surgery and encouraging patients to be more informed and involved.

INTEGRATED WELLBEING SERVICE
from Lancashire County Council

Extending GP access in Rossendale

We are proposing to create a new health hub which will be based in Rossendale and which will be mainly for Rossendale patients, GPs in other areas have come up with the idea of similar hubs in Burnley, Hyndburn and Pendle. The proposal is that:

Extra appointments are made available in the Hubs from later in the afternoon to 8pm Monday to Friday to extend the access that patients have to their General Practice. Weekend appointments will be available from two hubs in Accrington and Burnley from 8 am to 8 pm Saturday and Sunday and Saturday morning in Rossendale. Access to all appointments in the hub can be made by simply ringing your GP surgery.

Dedicated children's appointments would be available in the hubs due to the demand for late afternoon appointment for children.

Dedicated Care Navigators who will be available to advise and help patients decide on the best place for them to access health care based on their need.

Proposals to extend GP access

Over the last 18 months we have been working alongside patients, carers and wider stakeholders like doctors and pharmacists to develop a vision for how they would like GP services to develop in future. Our vision is for GPs and partner organisations to work together more closely; to provide quality joined up care; with equal access to services wherever you live in East Lancashire. Together we came up with a simplified system to provide appointments in the practice, on the phone, online and in patients' homes as required. Patients told us that the GP/patient relationship is treasured by the majority of patients. GPs see 90% of the patients who use the NHS.

Our proposals seek to strengthen that relationship further. Many people said they wish to have later appointments, particularly if they are working out of the area, are at work and find it difficult to get an appointment during working hours, or have other commitments. Some Patients also told us that weekend appointments would suit them more.

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New models of care

Consultation and engagement of the Primary Care Access model is about to take place over a three month period. We must respond to the consultations and make informed feedback. See links in column 3. Please do it – what we feel and say in sufficient numbers can result in things being modified and going in a direction better suited to Haslingden.

Update from the Practice.

The matter of the data loss is still under investigation. The accredited contractor failed to shred before transporting and some documents were shed. An immediate sweep organised and hopefully there was no actual loss of data.

Care Quality Commission Report.

The overall summary reads well. In 3 out of the 5 rating areas the practice scored well. The services were found to be effective, caring and responsive. The member comments were positive and supportive. What really mattered to and about patients was good and that was what we expected.

Alison Anderson senior Nurse Practitioner retires in June. Alison has been a marvellous support to many of us and the good wishes of the group go with her.

Future plans for the PPG

We are shortly offering a short course for members becoming mentors in the health centre.

We hope to hold exhibitions locally where the NHS and others show us what they provide.

We still seek more members – pick up a leaflet on reception.

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The whole system will be integrated which means if one hub is very busy patients can access other hubs. When we engaged with patients last year, they told us that the first contact with the practice is the most important. Good quality telephone advice can mean that patients don't always need to see a GP face to face. GPs also tell us that some patients don't need a GP appointment but could visit their pharmacy or go online for self-care.

Because the service is run by your local GPs it means the health hubs, unlike other services will have secure and confidential access to your full medical record. With your consent this will ensure that the doctors or nurses who treat you will know your full history and ensure that you have the right treatment and maintain the treatment you are already receiving from your GP.

We will aim for each hub to be located with or near to a pharmacy to ensure that any prescriptions required can be obtained easily and quickly.

The hub would be an additional service to the minor injuries unit at Rossendale and Accrington Victoria Community Hospital, the Urgent Care Centre at Burnley, A&E, and the GP out of hours service. These services are not affected by this proposal.

We have created an online questionnaire to find out what residents think of these proposals.

<https://www.snapsurveys.com/wh/s.asp?k=146055276144>

You can find out more information at:

<http://www.eastlancccg.nhs.uk/improving-gp-access/>

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Currently we fund a Health Access Walk-in Centre based at Accrington Victoria Community Hospital which aims to serve the whole of East Lancashire. An alternative is being considered. This alternative is to introduce Health Hubs in Burnley, Hyndburn, Pendle and Rossendale.

In developing our ideas local Doctors have started to form a plan to improve GP access in Rossendale by working more closely together whilst maintaining continuity of care. The plan reflects some of the changes that patients and practices have told us they would like to see.

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<http://www.eastlancccg.nhs.uk/improving-gp-access/>

We will be distributing copies of the questionnaire to every GP practice in Rossendale so that patients can complete these and post them using FREEPOST survey address envelopes, or they can be given to the reception staff who will send them to us.

You can contact us via:

communications.eastlancccg@nhs.net.

or call 01282 644627 for more information or further copies of the questionnaire. We will run the survey until the 8th July 2016. We will publish the findings from the survey as soon as possible after the closing date, and we will let you how we will respond to your views when we do this.