



**Dr Mackenzie & Partners**

**Haslingden Health Centre**

**Manchester Road**

**Haslingden**

**Rossendale**

**PATIENT PARTICIPATION GROUP NEWSLETTER**

**Summer 2016**

**YOUR CCG**

**(East Lancashire)**

**YOUR LOCALITY**

**(Rossendale)**

**Dr Mackenzie & Partners**

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**AMBULANCE RESPONSE TIMES**

Whilst the North West Ambulance Service strives to meet the current response standard across East Lancashire as a whole, there are areas such as Rossendale where the standard is not always being met.

This is an area of concern not just to the CCG, but also Rossendale Borough Council. The council through its overview and scrutiny committee has led a fact finding exercise looking at all aspects of the patient pathway, together with a variety of other influencing factors.

With these targets in mind the CCG has again invested in the Community First Responder team so as to support them in their very important role, whilst recognising the impact that their activities have in the health economy.

The locality is to have a Community Specialist Paramedic which will hopefully have a positive impact on response times whilst also helping to present call outs.

**HEALTHY TIPS FOR SUMMER**

Hot days and warm nights can have a significant effect on health. The main risks are:

* Dehydration
* Overheating
* Heat exhaustion and heatstroke
* Sunburn

Tips to stay cool and reduce health risks:

* Stay out of direct sunlight between 11am-3pm
* Always use a sunscreen with a high protection factor
* Drink cold drinks regularly

**Sunburn and Heatstroke**

Most of us enjoy spending time in the sun and but, despite the advice, it still seems we can still be prone to overdoing exposure to the sun’s rays.  It’s easy to underestimate your time to the sun and not realise you’re getting burnt.

To treat sunburn:

* Get out of direct sunlight as soon as possible
* Apply a cold compress to the skin
* Drink plenty of fluids to bring temperature down and prevent dehydration
* Apply a water based emollient to keep skin cool and moist
* Take paracetamol / ibuprofen if required



Welcome to the Summer Newsletter

**Patient participation – AGM Report**

In the Practice we have acted outside the bi-monthly meetings in the following ways:

\*Increased the membership to 53

\*Published three updates relevant to our Practice in the East Lancashire CCG newsletter. \*Been represented at all public meetings relevant to PPGs \*Initiated a PPG link in the REAL Directory where all our documents are available in the public domain. \*Setting up ‘trusted links’ within the site for PPG members to use when interacting with patients. \*Created the policies and procedures necessary for PPG members to operate safely on NHS premises. \*Submitted a bid unsuccessfully to the CCG Social Prescribing Fund for a project to run familiarisation/training sessions for PPG members. \*Attended the launch of the REAL Directory – Connecting our Community and receiving and iPad for the use of members in the Practice. \*Represented the PPG at the CQC inspection \*Printed 2 sets of information leaflets. \*Held a Mingle and Munch, an interaction event for members and provide further information about PPGs and meet with the local and east Lancashire CCG staff. \*Become founder members of the Rossendale PPG.

Rather less favourable was our failure to recruit new officers. We are to share some of the duties but need new younger blood so we can get the greatest benefit for the Practice.

**ROSSENDALE REAL DIRECTORY OF SERVICES**

As part of its legacy to the Rossendale Locality, REAL of Rossendale has developed a local Directory of Services, which also incorporates a calendar of events and section for local organisations newsletters.

This Directory went live in March, with the opportunity through the purchase of iPads for patient participation members to help patients within their respective GP Practices with specific queries.

<http://www.realtd.co.uk/>

**NEW HOUSING PLAN**

Rossendale Borough Council has recently announced that there could be up to 5,000 new houses being built in the locality over the next 15 years. This would equate to approximately 11,750 new patients and therefore have a major impact upon the current infrastructure and service provision from within the primary care sector. In collaboration with Rossendale Borough Council, the locality is currently involved in a review of the current / future capacity of primary care services and the infrastructure supporting it.

**DEMENTIA FRIENDLY ROSSENDALE**

Early summer saw Dementia Awareness Week with a number of activities organised by DFR which ranged from leaflet distributions in a couple of the local supermarkets, steam train rides, awareness raising initiatives, subject talks and the opening of a memory garden. Finally DFR now has its own dedicated website:-[www.dementiafriendlyrossendale.org](http://www.dementiafriendlyrossendale.org)

* Keep skin covered until it has healed

If your symptoms worsen, seek medical advice such as ringing NHS 111 or a local pharmacy.

Heatstroke is a serious condition and occurs when the body’s temperature becomes dangerously high.

Signs of heatstroke include:

* Dizziness
* Confusion
* Headache
* Thirst
* Nausea
* Rapid shallow breathing

Suspected heatstroke should always be treated as an emergency and you should dial 999 for an ambulance.

**Essential Items for Travel**

Going on holiday is exciting but certain items are essential. If you are on medication for a condition such as asthma, diabetes or a heart problem, it is important you have enough medication.

A basic first aid kit is also advised. This should include:

* Painkillers
* Antihistamines
* Anti-diarrhoea medication and rehydration salts
* Plasters
* Antiseptic cream

If you’re travelling in Europe, make sure you have a European Health Insurance Card (EHIC). This is free at [www.ehic.org.uk](http://www.ehic.org.uk)

**PLEASE NOTE:**

If travelling abroad, be sure to check the rules about the types and quantities of medicines that you are allowed to take.

For more information on tips for a healthy summer see: <http://www.eastlancsccg.nhs.uk/health/summer-health/>



**Practice Update**

We still struggle to attract the GPs we need to be permanently fully staffed. Claire Downes has joined the practice as Advanced Nurse Practitioner. Flu vaccinations are due mid-September.

**Work in progress**

**Pennine Lancashire Transformation Plan**

The bringing together of health and social care – A health and care system across Pennine Lancashire that is better, quicker, closer and safer. Take part at [www.togetherahealthierfuture.org.uk](http://www.togetherahealthierfuture.org.uk)

**Proposal to improve access to GP services**

We have continued to make our views known by individual and formal response. We will attend the formal response in October and feedback.

**What next for Dementia Services**

We will be holding some listening events so patients, carers, families and practitioners can inform LCC of needs, experience, gaps and make known to them how we, the service users believe they can best serve us.

L**ancashire Wellbeing Services**

A non-clinical hand holding service providing free short term practical support for people in Lancashire who may be struggling with issues affecting their happiness and health.

Your news, views, issues and concerns are necessary to bring about any changes, improvements and pass on any accolades. Be a virtual member and receive all the information and reciprocate by giving us more. Attend any of our bi-monthly meetings.

Please think about leaving your details on the leaflet at reception.

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**(EAST LANCS)**

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