

## WATERFOOT GROUP OF DOCTORS

Waterfoot Health Centre  
Cowpe Road  
WATERFOOT



**NHS**  
East Lancashire  
Clinical Commissioning Group

## PATIENT PARTICIPATION GROUP NEWSLETTER

### WINTER 2015/2016

Issue 1

### YOUR PRACTICE (Waterfoot)



#### Happy New Year to All

This is the first newsletter produced using the new Patient Partners Template.

We aim to produce this general Newsletter 4 times a year to update you on topical issues and share what we hope is useful information and items that are of interest.

Our PPG (Patients Participation Group) will meet again on the **9th of February at 6pm**, you are most welcome to join us.

If you want to follow us on Facebook please try the link below to our page <https://www.facebook.com/Waterfootpatientsreferencegroup?ref=hl>

OR Follow us on Twitter

<https://twitter.com/WPRG1>

We are still trying to build up a list of Patients who are happy to be contacted periodically by email.

If you would like to be involved please ask for, and complete, one of the contact forms from reception.

**Flu Jabs** This year we had a surplus of flu vaccines, which are ordered the previous year, because some of our patients chose to have their jabs at local pharmacies. It's important that we get an understanding of the numbers involved to avoid future wastage of vaccines and loss of money.

### YOUR LOCALITY (Rossendale)

#### Pharmacy First

If you have a minor ailment think about your Pharmacy First. Pharmacy First is a scheme that enables patients to see their Pharmacist for minor ailments, rather than having to make an appointment to see the Dr.

Not all community pharmacies provide this service but you can find out by asking your practice or your pharmacy.

You can access the Community Pharmacy Minor Ailments Scheme if you are suffering from a range of conditions such as:

- Allergies
- Cold and flu
- Cold sores (oral)
- Conjunctivitis
- Nasal Congestion
- Fever
- Pain Relief (back or headache & sore throat)
- Temperature
- Threadworms
- Vaginal Thrush (adults)

A full list of pharmacies involved in the scheme is here:

<http://www.eastlancscg.nhs.uk/2016/01/05/pharmacy-first/>

You can access the scheme by obtaining a Pharmacy First Patient Record Card. You can obtain one from your GP practice or a participating pharmacy

### YOUR CCG (EAST LANCS)

#### Stay Well This Winter

The Stay Well This Winter campaign is aimed at helping people prepare for winter and to raise awareness among those in key risk groups – such as the frail and elderly and those with long term conditions and respiratory illnesses. The campaign began with a national flu vaccination programme for children. In addition, the following groups are being offered the flu jab:

- Pregnant women
- Those aged 65 or over
- Those aged under 65 with long-term conditions
- Carers

Staying well means:

- Making sure you get the flu jab if eligible
- Keeping yourself warm – heat your home to least 18 degrees C (or 65F) if you can
- If you start to feel unwell, even if it's just a cough or a cold, then get help from your pharmacist quickly before it gets more serious
- Making sure you get your prescription medicines before pharmacies close for Bank Holidays etc.
- Always taking prescribed medicines as directed

For further information about how you and your family can stay well this winter, please visit the Stay Well website:

<http://www.nhs.uk/staywell/>

## YOUR PRACTICE (Name here)

**Wi-Fi** We hope to have Wi-Fi available in the Health Centre soon for the convenience of our Patients.

**Watch this space.....**

**Aquarium** The Centre Staff are working hard behind the scenes to cut through 'Red Tape' to install an Aquarium to enhance the experience for some of our Younger Patients.

**Something else to look out for....**

**Dementia Friendly Rossendale (DFR)**  
Our Patients Group has a representative on the DFR Steering Group and can provide information to help and support people to live well with Dementia. If you would like further information on the support available and the activities going on in Rossendale please get in touch through our Facebook link or follow @DementiaRoss on Twitter.

**Health Centre Planters** With Spring in mind we are looking for 'Green-fingered' Volunteers to take on the maintenance of the 'Outdoor Planters' for the coming year. If you are interested please offer your support through the reception staff.

**Further Services at the Centre**  
**Carers Link Lancashire** run all-day sessions every Wednesday open to all Carers.

**Psychological Well Being Services** operates on Tuesday Mornings.

**Stop Smoking Clinics** are held every Tuesday afternoon.

**Quality Awards for GP Practices**  
As you can see in the East Lancs CCG section opposite 14 new Practices have joined us in receiving the QPA which we received in previous years.

Remember you can 'Rate us' on NHS Choices link  
<http://www.nhs.uk/Service-Search/GP/bb4-7dd/Results/4/-2.2492516040802/53.6884880065918/4/0?distance=25>

## YOUR LOCALITY (Locality here)

### Avoiding Prescription Waste

GPs and Pharmacists working in our locality are concerned about prescription waste, so much so that they would like to raise awareness amongst patients. It is estimated that nationally waste medicines cost the NHS £300 million each year. The advice from the healthcare professionals is that you should not order any medication that you no longer take. Also remember to tell the doctor if you are not taking any medicines prescribed to you. Patients are also asked to return unused medicines to their Pharmacy for safe disposal

### Integrated Neighbourhoods

We have established Integrated Neighbourhood Teams (INTs) in each locality. They aim to support people who are at risk of unnecessary hospital admission or readmission to remain in their own home as long as possible. INTs consist of GPs, Practice Nurses, Community nurses, social workers and organisations such as Age UK or local hospices. Each locality has a designated clinical co-ordinator and anyone who is at risk of hospital admission or readmission will be supported by these teams. In addition the INTs will work with the Intensive Home Support Service (IHSS) and an Integrated Discharge Service (IDS) who will assist patients to remain independent and well. The Integrated Discharge Service has been set up to ensure that patients are safely and effectively discharged from hospital with the right support. The Intensive Homes Support Service provides support to patients to ensure that they can remain at home, rather than be admitted to hospital unnecessarily. More information is available on the CCG website here: [www.eastlancscg.nhs.uk](http://www.eastlancscg.nhs.uk) or from your GP.

## YOUR CCG (EAST LANCS)

### Primary Care Development

Over the last year patients have been helping the CCG to develop a vision and a set of principles to modernise and improve GP services in East Lancashire. Many patients were involved in this "co-production". In early 2016 we hope to see the development of some proposals to improve services across East Lancashire and in each locality. We will be engaging with you about these proposals to seek your views. Patient Participation Groups will have a vital role to play in raising awareness of the proposals and helping to obtain views.

### Healthy Living Pharmacies

16 Pharmacies in East Lancashire have been awarded the Healthy Living Pharmacy accreditation. This means that patients can benefit from healthy living support over the counter from their pharmacy rather than attending their GP practice or other NHS services. The pharmacies can offer advice about medicines, as well as stop smoking and self care. For a list of the pharmacies go to : <http://www.eastlancscg.nhs.uk/2015/11/20/healthy-living-pharmacists-support-10000-self-care-conversations-across-lancashire/>

### Quality Awards for GP practices

14 East Lancashire GP Practices have successfully achieved the Royal College of GP's Quality Practice Award (QPA). The QPA is awarded to those practices who can demonstrate the highest quality standards in delivering patient care. The full list of the practices awarded is here: <http://www.eastlancscg.nhs.uk/2015/11/13/bumper-number-east-lancs-gp-practices-achieve-top-award/>