

Irwell Medical Practice

Irwell Mill
Rochdale Road
Bacup



NHS
East Lancashire
Clinical Commissioning Group

PATIENT PARTICIPATION GROUP NEWSLETTER WINTER 2015/2016

Issue 3

YOUR PRACTICE (Irwell Medical Practice)

A Happy and Healthy New Year

Hello again and welcome to the third edition of the PPG newsletter.

In October members of the PPG helped with the Flu clinic and also gave out our PPG questionnaires 'Your Views On Making Our Services Better' we had a 101 responses to the questionnaire and I would like to thank all those that took part. Out of the total responses 61 of the comments were positive in nature leaving 40 responses negative/constructive. All of these responses help the PPG and Practice identify areas which may need changing or improving and have been noted. Following are some of the comments with a couple of responses from the practice in italics:-

Flu Clinic

- Brilliant! In and out in seconds for flu jab
- Doors not open until 8.30am at flu clinic when patient attending for 8.31am appointment. *This is an issue at all flu clinics as unfortunately the practice is only allowed use of the rooms on the morning of the flu clinics and the rooms take time to set up. Patients to be made aware by staff when booking appointments that the building will not be open earlier than 8.30 and to accommodate patients with a later appointment should the need arise*

Opening Times

- I have found times more flexible recently
- Should be later appointments – evenings

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.eastlancccg.nhs.uk/pharmacyfirst>

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 (Irwell Medical Practice)

Clinical Care

- I have received good clinical care from my doctor and nurses

Reception/Telephone

- I have experienced some problems waiting to get through on the phone to reception – it can sometimes take a long time (over 5 minutes) to get to speak to a human

Appointment Availability

- Whenever we have to contact the surgery they try their best to accommodate our wishes
- Appointment times always seem to run over
- Patients not getting appointment with GP of their choice. *“this was over the summer period when some GPs were on annual leave. Some GP’s had also reduced the amount of sessions they were doing over this period and now two new salaried GP’s are employed at the practice, Dr Katherine Thompson and Dr Rebecca Roxburgh.*

Other

- Very professional practice. Come from another practice, Irwell is so much better

Other activities carried out by the PPG over the past couple of months have been to:-

- decorate the Christmas tree
- attend CCG and Rossendale health meetings
- acting as patients for the trainee GPs doing their mock exam.

If you are interested in becoming a member of the PPG or wish to pass on some comments or suggestions please contact me via email irwellppg@gmail.com or post in the suggestions box at the practice.

Diane Owen - PPG Chair

Julie Nutall - PPG Secretary

YOUR LOCALITY (Rossendale)

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

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/>