

Irwell Medical Practice

Irwell Mill
Rochdale Road
Bacup



NHS
East Lancashire
Clinical Commissioning Group

PATIENT PARTICIPATION GROUP NEWSLETTER

Spring 2016

Issue 4

YOUR PRACTICE (Irwell Medical Practice)

Hello and welcome to the Spring addition of the PPG Newsletter. It has been a year now since I took on the role of Chair for the PPG and it has been quite eventful especially with all the changes in the NHS and how they impact on our local services.

In January the Care Quality Commission carried out an announced comprehensive inspection of Irwell Medical Practice and overall the practice is rated as good with several areas of outstanding practice for example:-

- *The long established PPG supported the practice by designing and conducting surveys as well as helping the practice improve patient care through the involvement in training and acting as 'mystery callers' to monitor and improve customer service. PPG representatives explained that they had seen an improvement in customer service. The practice actively responded to PPG feedback and engaged with the PPG over practice developments.*

And

- *The practice had a 'yellow card scheme' in the reception areas which meant that patients who wished to speak in private could pick up a card and hand to reception staff who would immediately arrange a quiet room for the patient to speak to staff.*

Well done to all the staff and thank you to the PPG members and to those patients who took part on the day of the visit.

The AGM of the PPG took place on the

YOUR LOCALITY (Rossendale)

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.

YOUR CCG (EAST LANCS)

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.

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.

YOUR PRACTICE (Irwell Medical Practice)

10th May 2016. The chair read out her report on achievements of the past 12 months, a new Treasurer was elected, and the constitution of the group updated and agreed.

DNAs

On average 70-80 patients per week do not attend their appointments at the surgery. Did you know you can now cancel your appointments through text message? All you need to do is give the receptionist your up-to-date mobile number and we will send you a text reminder 48 hours before your appointment. If you can't attend just reply 'CANCEL' and your appointment will automatically be cancelled, meaning we can offer it to another patient. For more information please speak to one of the receptionists.

How to gain access to Dr's Appointments and ordering prescriptions online

Do you struggle to get down to surgery to order your repeat prescription? You can now order repeat prescriptions through our online services. You can also book and cancel GP appointments. If you would like to sign up to our online services please contact one of the reception team or visit our website for more information.

*To register you will need two forms of identification; children under 16 cannot be registered.

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 them in the suggestions box at the practice.
Diane Owen - PPG Chair
Julie Nutall - PPG Secretary

For more information about the PPG or the Practice please visit our website at:

www.irwellmedicalpractice.nhs.uk

YOUR LOCALITY (Rossendale)

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.eastlancscg.nhs.uk/improving-gp-access/>

YOUR CCG (EAST LANCS)

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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You can find out more information at:
<http://www.eastlancscg.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.eastlancscg@nhs.net or call 01282 644627 for more information or further copies of the questionnaire.