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NHS
East Lancashire
Clinical Commissioning Group

PATIENT PARTICIPATION GROUP NEWSLETTER

Spring 2016

Issue 2

YOUR PRACTICE (Waterfoot)



Much has happened since our last newsletter.

We now have an aquarium in the reception area. We have received lots of positive comments from our patients and the fish are delighted with their new home.



Wi-Fi will be soon be available for Patients & Guests to use.

We hope this should be working by the end of April. Please ask at reception when availability shows on your Phones or Devices.



Work will start soon to widen the car park entrance mainly at weekends but we apologise in advance for any inconvenience this may cause.

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.

YOUR PRACTICE (Waterfoot)

We agreed a new Action Plan for 2016/7 at our Patients Reference Group Meeting on the 5th of April covering:

1. Improving representation on the patient forum
2. Continue to improve the quality of receptionists' service to patients.
3. Improving Internet access and appointments
4. Identify and Improve Provision for Vulnerable Groups
5. Develop Community Links
6. Development of a quarterly Practice Newsletter
7. Develop Self-care, Own Condition Management & Sharing Best Practice

See more details on our Facebook page

<https://www.facebook.com/groups/WaterfootPRG/>

Or visit our page in the REAL Community Directory

<http://www.realttd.co.uk/waterfoot-patient-participation-gr.../>

We are members of the Rossendale PPG Network see their entry

<http://www.realttd.co.uk/rossendale-locality-ppg/>

Dates for your Diary:

Dementia Awareness Week is 16-21 May 2016 and

PPG Awareness Week is 6-11 June 2016

follow on Twitter @wprg1 & @DementiaRoss

Our Reception Staff have attended Dementia Awareness sessions when they received their Dementia Friends Badges. Please take the time to complete the survey on the proposed changes to the Access to Primary Care Services in East Lancs.

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

YOUR CCG (EAST LANCS)

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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You can find out more information at:

<http://www.eastlancscgg.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.eastlancscgg@nhs.net, or call 01282 644627 for more information or further copies of the questionnaire.