

# Newsletter



Welcome to edition 11 of the Patient Participation Group Newsletter.

*The group would like to update you on the latest news happening in the surgery and in our locality within the NHS.*

*Please note that the information provided in this newsletter is purely from an laypersons point of view and may not be 100% factual.*



## New Text Messaging Service

The practice has introduced a text messaging service that will send auto reminders for appointments and therefore help to reduce the unnecessary missed appointments. In the last 3 months the practice reported 163 'did not attend' appointments from 3929 booked appointments for the GP's and 73 'did not attend' appointments for the practice nurse. Text messaging has proved very successful in helping to free up appointments across the country and lets hope we see a reduction of these figures in the months ahead. We will keep you posted on the next figures in future editions.

**Please make sure you let the practice know your mobile telephone number.**

### NAMED ACCOUNTABLE GP

DID YOU KNOW THAT ALL PATIENTS ARE ALLOCATED A NAMED ACCOUNTABLE GP?

YOUR NAMED GP IS RESPONSIBLE FOR YOUR OVERALL CARE IN THE PRACTICE. IF YOU WANT TO KNOW WHO HAS BEEN ALLOCATED TO YOU PLEASE ASK THE RECEPTIONISTS.

PLEASE NOTE THAT THIS DOESN'T AFFECT WHO YOU WANT TO SEE AT THE PRACTICE.

### Friends and Family Test

NHS England have asked NHS Services to implement a feedback mechanism for patients. GP practices were instructed to roll this out from 1st December 2014. The surgery has cards in the waiting room to complete and there is a specific box to post your card into. The questions are also on the practice website and you can submit it electronically.

**The surgery would like to know what you think whether it is good or bad.**

Surgery Website: [www.aspullsurgery.co.uk](http://www.aspullsurgery.co.uk)

## Further Improving Access to GP Services Over 7 Days in Wigan

### Wigan

Number of patients covered: 320,000

Number of practices participating: 49

Names of CCGs covered: Wigan Borough CCG



### Our top three planned service improvements/innovations are:

#### Improved Access for Patients

Delivery of a 'Same Day' in-hours access standard plus ensuring all Wigan patients can access 'hub' level services in weekday evenings and weekends.

The hubs will allow patients the choice to access GP practices during the hours of 6:30pm to 8:00pm weekdays and 10:00am to 4:00pm Saturdays and Sundays.

We expect health outcomes and continuity of care to improve for groups who may find it difficult to access GP services during existing opening times such as: working people, patient's dependent on carers who are working people and working families

#### Integrated Care Closer to Home

Local providers will be able to lay the foundations to evolve into Multi Specialty Providers (MCPs) as outlined in the NHS Five Year Forward View.

For example the new access hubs will be able to have a range of 'wrap around' services including community nursing, long term condition clinics, social care and voluntary services. This will mean patients will be able to have not just their medical needs catered for but other social issues. For example, financial support, housing, peer community support, or employment advice.

#### Technological Innovation

Single clinical system with access to 'Shared Clinical Records' across all practices and wraparound services.

All GP Practices will allow patients to contact them using a wider range of communication technologies including options such as: web booking; automated telephone booking; telephone consultation; video consultation; text message.

May 2015

## 7 day Access to a GP

Wigan GP Federations (Wigan Borough Federated Healthcare Ltd, Health First CIC & Cardium Ltd.) have been awarded money from the Prime Minister's Challenge Fund (PMCF) to pilot innovative ways for improving patient care and access in General Practice. Our practice is a member of Wigan Borough Federated Healthcare Ltd and is currently working on this pilot. It is due to be launched on 1st July. There will be 3 hubs across the borough to begin with and the intention is to eventually run 9 hubs across Wigan and Leigh.

This service is aimed at providing additional clinical capacity in general practice, at a time when there is considerable pressure on healthcare services as a result of rising patient demand. The focus of the service will enable patients to receive urgent and convenient care in a location closer to home and at a time more convenient for them.

The service will be delivered in addition to core hours (8:00am to 6:30pm) and can be accessed by any registered patient in the borough. There will be a central booking number where patients and referrers can book into the service.

The group will update progress of this service during the course of the pilot.

Any feedback will be welcome; please let either the practice staff or Alan Blood (chairman) know.

Let's make Aspull and Whelley



**Dementia Friendly**

**Wigan  
Council**

People with dementia say they want to keep going out in their local community and using local services.

So how do we make Aspull and Whelley a better place to live?

Can we improve the lives of people with dementia and their carers in Aspull and Whelley by doing things differently?

An opportunity has arisen to access a small amount of funding to support local ideas and projects in Aspull and Whelley, to help people living with dementia and their carers.

**So why not find out more and join us at one or all of the following dates to tell us what you think would improve Aspull and Whelley.**

**Friday 19th June 2015** (lunch provided) **12 noon till 2pm**  
At Aspull Royal British Legion, Sumner Street, Aspull, Wigan WN2 1YT

**Friday 3rd July 2015** (lunch provided) **12 noon till 2.30pm**  
At Aspull Royal British Legion, Sumner Street, Aspull, Wigan WN2 1YT

**Decision Day**

**Friday 14th August 2015** (lunch provided)  
At Aspull Royal British Legion, Sumner Street, Aspull, Wigan WN2 1YT  
A speed vote from **12noon till 1pm** or **1pm till 3pm** to listen to the presentations before casting your vote. On Decision Day ideas will be showcased, so come along and vote for the idea that you think supports people living with dementia in your community.



To book a place call Lorraine / Barbara on  
**01942 404252** or **01942 828801** or  
email [Lorraine.Wright@wigan.gov.uk](mailto:Lorraine.Wright@wigan.gov.uk)  
or [barbara.ashton@wigan.gov.uk](mailto:barbara.ashton@wigan.gov.uk)

## Focus on Dementia

Many of us notice that our memory gets worse as we get older, but it can be difficult to tell whether this is a sign of an underlying condition like dementia.

You may have been asked by one of the nurses if you are worried about your memory. This is because the surgery is trying to help to find patients who may have early signs of this condition. If you have problems with your memory or any of your friends and family have noticed a difference in your memory, its probably worth you get it checked out because there are lots that can be done to help people with early onset Dementia.

For more information pick up a leaflet from the surgery or go to:

<http://www.alzheimers.org.uk/memoryworry> .

## On the day access - update

As many of you are aware, we worked with the practice staff to help improve access to see a doctor urgently and through the use of surveys and the friends and family test. The surgery has been operating on the day appointments for people who feel they cannot wait for the next bookable appointment since June 2014. **Please remember these appointments should not be used for routine problems as they are short appointments. You may be asked to book a routine appointment if the doctor feels your problem can wait.**

This has proved very popular with patients however the practice manager feels it can restrict patients from booking in for a convenient routine appointment. The surgery have now extended the bookable appointments to 4 weeks in advance and now feel that it may free up some routine appointments where patients would rather book ahead instead of being given an appointment within two weeks.

All suggestions regarding access to a GP are welcome. We would like to know your views on this subject.

[http://www.aspullsurgery.co.uk/contact\\_dlg1.aspx?p=P92015](http://www.aspullsurgery.co.uk/contact_dlg1.aspx?p=P92015)

Next edition: August 2015