

Newsletter



Welcome to edition 12 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.

7 day Access to a GP

We told you about this pilot service in our last edition and this was before the service started. The 7 day access has been underway since 8th July and has been operating from 2 hubs in Wigan which are Pemberton Surgery and Shevington Surgery. The intention was to have 9 hubs in operation across the borough by now but there has been unforeseen problems due to registration with the Care Quality Commission. The service has recently opened another hub at Seven Brooks Surgery in Atherton which is a great help for patients living in the south of the borough.

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 heavily involved in this pilot.

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 is 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.

FLU VACCINATIONS

The surgery has been actively giving flu 'jabs' throughout the month of October. If you have not yet had yours, please contact the surgery and they will be happy to accommodate you.

If you are unsure as to whether or not you can have the flu jab—contact the surgery, they will be happy to help.



PNEUMOCOCCAL VACCINATION

Did you know there is a vaccination to prevent against Pneumonia and other upper respiratory diseases? This is available to anyone aged over 65 and patients at risk. Ask your Practice Nurse for more information.

Friends and Family Test

Many thanks to the patients who have completed this questionnaire for us already.

NHS England have asked NHS Services to implement a feedback mechanism for patients.

These cards are available at reception. 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

Update on The Text Messaging Service-The text messaging service has been in place for just over 3 months and has been received positively by patients. Recently the surgery introduced a consent form as it recognised that it was important to record that patients have consented to texting them. If you don't think you have consented and receive text messages please let the receptionists know.

We reported the number of 'did not attends' in the last edition and we can confirm that there has been a slight reduction in numbers, but not as many as anticipated.

1/4/15—31/5/15 = 163 DNA from 3929 GP appointments

1/6/15– 31/8/15= 177 DNA from 4074 GP appointments

= a reduction of **50** 'did not attends'.



It does appear that text messaging is helping to reduce wasted appointments. **Please let the practice have your mobile number and make every effort to arrive at your booked appointment or cancel in good time. Freed up appointments can be given to other patients in need. Thank you**

ANTICOAGULATION SERVICE

As some of you may be aware we have been collecting information from patients about a potential Anti-coagulation remote monitoring service. Many thanks to those of you who have sent back your reply slips, the surgery will be forwarding information to those who are interested in the near future.

New Development: The practice has recently confirmed that an in-house anticoagulation service will be operating from the new year. This means that any patient who takes Warfarin will be able to come to the Surgery for their testing rather than going to Hospital or will be offered the option of **self testing** so that warfarin patients do not need to go out for their monitoring at all.

If you would like any more information about this please ask for an information leaflet at reception.



From **1st July 2015** you can book an appointment to see a GP or Nurse until **8.00pm weekdays and between 10.00am and 4.00pm on Saturdays and Sundays**



How to get an appointment
Registered Wigan Borough Patients telephone
01942 482848 and book yourself an appointment

Only go to A&E if you have a serious illness:
Blacking out / Bleeding you can't stop / Severe chest pain / Choking
/ Loss of consciousness / Stroke These are all emergencies and you need urgent hospital care.



We would like to extend a warm welcome to our newest member of the PPG; Tony Backhouse, who is a part of Aspull residents group. We feel he will be a great addition to our group.



WEAR IT. BEAT IT.

On Friday 5th February, The practice will be holding activities, and 'wearing red' for the British Heart Foundation. It is an opportunity to raise money for life saving research. The specific activity will be announced closer to the time. Your input will be greatly appreciated. For any more information, please ask at reception.

PLEASE REMEMBER TO CHOOSE WELL!

Just a reminder that A&E is for serious and life threatening illnesses only. Did you know: every time a patient presents at A&E, this incurs a charge of £60+? This is costing the practice and the NHS millions of pounds every year. There are many other services available to you if you need to be seen, please contact the surgery first and we will try our best to accommodate you.



NEW SURGERY DOORS

We would like to inform all of our patients that we have had new automatic/assisted doors installed at the front of the surgery. Please be aware on entering the practice that the doors now open towards you and are auto assisted with the touch of a button.

The NHS are in great need of organ and blood donors in the UK. Since April 2015, 1922 people have received a new organ and survived an otherwise fatal outcome, however there are still 6734 people waiting to receive organs, and may not survive without our help.

If you die without registering to donate your organs, we could ask your next of kin to make the decision for you. So a key element of our campaign is informing people not just to join the register but to tell their family about their decision. It's a conversation that could help save lives.



A Note from our PPG Chairman.

Do we need a larger surgery in Aspull? As a patient and a member of the surgery's patient participation group I think we do.

Future directions in healthcare are being directed to providing care locally. GPs will be expected to provide care seven days a week. Review of hospital care is looking at providing more care in the community and I assume that means some diagnostic investigations as well. Hospitals are already looking at how they run their outpatient departments to see if they can improve their service to the benefit of patients. They will want to see patients who have had many of the diagnostic tests already carried out. This will speed up decision making by the consultants. In some cases hospital consultants will find it more effective in costs and time to see patients at their own surgery. This happens already in isolated cases. To ensure care can be given and maintained in the community where you live a review is underway to provide an integrated community nursing and therapy service where the different staff can work more closely together, stop duplication and be more cost effective by sharing their unique skills. I am sure a local base is going to be a necessity. The surgery at Aspull is aware of this and has already submitted a bid to NHS England for assistance to provide more facilities and accommodation at the surgery. I understand the bid did not meet the criteria. It is my belief that if the surgery is not enlarged people of Aspull will need to travel further afield to enjoy the same level of care the larger surgeries provide. I know the doctors, nursing staff and receptionists together with the practice manager who do their utmost to provide the best health care the facilities allow do not want to fall behind their colleagues elsewhere who have the luxury of better facilities. I am equally sure the people of Aspull would like the surgery to provide for their needs in a manner befitting current thinking.

To achieve this we need to tell our Local Government, NHS England, CCG and the Hospital Trust that we have no intention of being left behind

Alan Blood

We are sad to announce that Alan will soon be resigning as Chairman due to moving out of area. We would like to thank him on behalf of the practice and the PGG for his dedication, he will be missed.

Next edition: January 2016