

Aspull Surgery Patient Participation Group Newsletter

Issue 16 - June 2018

Welcome to edition 16 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. If you require any further information on any topics covered feel free to ask at reception.



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Message from Staff

After 10 and a half years as practice manager at Aspull Surgery, Suzanne has made the decision to move on to an exciting new venture within the GP Federation. Whilst we are all sorry to see her go, we are very excited for what the future will bring for her.

We will all miss you Suzanne!

Wednesday Afternoons

As of the 1st April 2018, the surgery is now open on Wednesday afternoons until 6:30pm. There will be appointments available with the nurse and health care assistant during this time. Normal service applies with regards to prescription collection and ordering with full reception staff available to deal with queries.



Bowel Cancer Screening.

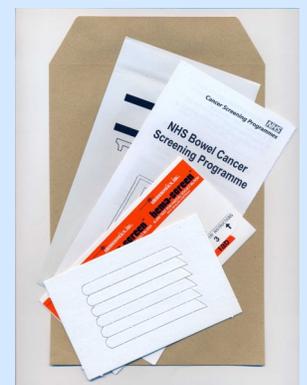
Bowel cancer screening can save lives. If bowel cancer is found early, it is easier to treat. Screening may also pick up non-cancerous growths (polyps), which could become cancerous in the future. Bowel cancer is treatable and curable, especially if it's diagnosed early. Nearly everyone diagnosed at the earliest stage will survive bowel cancer. Taking part in bowel cancer screening is the best way to get diagnosed early. To see just how easy it is to do the screening, please visit the below website where you will be able to access a video for more information on how to do the test at home.

https://www.youtube.com/watch?v=m2f-wY0C_1Q

- If you are 60 - 74 and registered with a GP you will be sent a kit every two years.
- If you are 75 or over you can still get a kit by calling the Freephone number: 0800 707 6060
- If you haven't completed your last kit you can still take part. Just call 0800 707 6060
- If you want to find out when you last had a bowel screening test ring 0800 707 6060



- Please see the Bowel Screening Website at www.gmmovement.co.uk for more information



Seven Steps to self care for minor conditions

1. Make your **local pharmacy** and the **NHS choices** website are your first points of call for information on minor health concerns. **www.nhs.uk**

2. Stock up on the over the counter medicines so you are well prepared to treat minor conditions.

For more information on what medicines to keep at home go to: www.nhs.uk/livewell

3. If you want further advice about minor conditions speak to your local community pharmacist.

Pharmacists can recognise many minor conditions and can give advice and recommend medicines to relieve your symptoms.

4. Always look for the lowest cost version of a medicine that is recommended. *Cheaper doesn't mean inferior. All medicines have to be quality assured against the same strict standards.*

5. Know how long it can take for simple conditions to clear up.

Sore throats: **7 days**

Common cold: **10 days**

Sinusitis (inflammation of the sinuses): **18 days**

6. If you have tried self-care but your symptoms are not improving or are getting worse then contact your GP surgery.

Be prepared to tell them what you have already tried for your symptoms and how long you have been unwell.

7. Some pharmacies provide a **minor ailments service** so they can supply medicines for certain conditions.

This local service is called 'Think Pharmacy'. You can ask to speak to the pharmacist privately in a consulting room if you'd rather not be overheard.

Please visit the self care forum at <http://www.selfcareforum.org/resources/patient-portal/>



New Models of Access

Aspull Surgery is part of a Wigan cluster made up of two service delivery footprints, namely Wigan North and Wigan Central. Aspull is a member of Wigan North. The Cluster executive committee is currently developing new models of working and the PPG are interested to see collaborations starting to appear amongst neighbouring practices. For example, some existing collaborations we have are the anti-coagulation service and back office functions. Currently in the pipeline are acute access appointments. We will regularly update you on new developments.

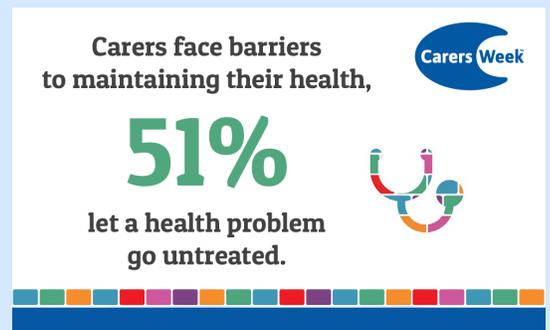
Carers

Carers Week 11th—17th June 2018

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK.

Around 6.5 million people in the UK are carers, looking after a parent, partner, child or friend. A carer is someone who provides unpaid care and support to a family member or friend who has a disability, illness, mental health problem or who needs extra help as they grow older.

Please inform one of the receptionists if you are a carer for someone.



Patient Online Access.

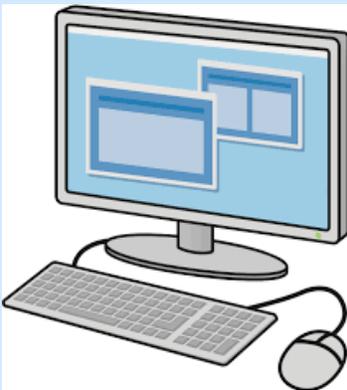
Did you know that Aspull Surgery offers online access?

This gives you the option to;

- order repeat prescriptions
- book appointments
- view allergies
- View immunisations



If you would like to sign up to this service please call into the surgery where we will be able to supply you with the quick and easy consent form (copy also attached to the back of this newsletter for your convenience) and get you signed up.



If you need a demonstration of how this works we will be happy to help.

MyGP App

We also have the MyGP app to help with access to online services such as; ordering prescriptions and booking appointments. This is following on from patient feedback that it can be difficult accessing their information. If you would like details on how to log into the app, please ask one of the receptionists who will be happy to help.



Aspull Surgery

Manage your health care provision online

We are introducing a new service called Patient Access. This will let you interact with our practice using the internet at your convenience, even when we are closed.

You will need to register with the practice to access this service, and once registered you will be given information that will enable you to create your username and password.

If you are interested in this service, please complete the form and return it to reception with 2 forms of identification.

Surname	Date of birth
First name	
Address	
Postcode	
Email address	
Telephone number	Mobile number

I wish to have access to the following online services (please tick all that apply):

1. Booking appointments	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Summary Care records	<input type="checkbox"/>

Signature	Date
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If you would like online access to your detail coded records please speak to reception for more information.

For practice use only

Patient NHS number		Practice computer ID number	
Identity verified by (initials)	Date	Method Vouching <input type="checkbox"/> Vouching with information in record <input type="checkbox"/> Photo ID and proof of residence <input type="checkbox"/>	
Authorised by		Date	
Date account created			
Level of record access enabled Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> All <input type="checkbox"/> Limited parts <input type="checkbox"/> Contractual minimum <input type="checkbox"/>		Notes / explanation	