

Aspull Surgery Patient Participation Group Newsletter

Issue 15 - October 2017

Welcome to edition 15 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.

In this issue...

- A Day in the life of Dr Wildon
- Flu Campaign 2017
- Minor Ailments and self care
- Community Link Workers
- Vaccinations
- Missed Appointments
- Online access and access to medical records



Book your appointment now

The seasonal flu vaccine is now available to people at **risk of complications** from the **flu** and to **people who care for them.**



The flu vaccine is **offered free** on the NHS to:

- Anyone **aged 65 or over on March 31 2018**
- Pregnant women
- Children and adults with an **underlying health condition**
- Children and adults with a **weakened immune system.**

For more information on the flu vaccine and who is eligible to receive it ask at reception or visit: www.nhs.uk

A day in the life of your GP— Dr Wildon

By Sue Korth—PPG member

Dr Wildon kindly agreed to the PPG interviewing her on a typical day at Aspull Surgery. I interviewed her on Thursday 21st September 17 and I thank Dr Wildon for her time.

Q What is your typical day?

A: I either work from 8.00am to 6.30pm or 8.00am to 8.00pm. During this time I can be on call for emergency phone calls, emergency visits and emergency walk in patients over and above my booked appointments.

I do two 3 hour surgeries and up to 4 home visits per day. As well as seeing patients face to face and recording the consultation I also :

- **Check and sign prescription requests**
- **Analyse results (including blood tests)**
- **Write reports**
- **Write referrals**
- **Make phone calls to answer queries**
- **Write letters**
- **Write insurance reports**
- **Attend meetings (clinical, practice, managerial, external)**
- **Attend specialist training sessions**

In between my patients during my surgeries I may have to deal with emergencies, if this impacts on my appointment times the reception staff will inform those waiting of my delays.

Q: What do you find rewarding about working in Aspull?

A: Aspull is a friendly, family orientated community. There is a wide range of ages of patients within the practice. It is a very nice practice to work in.

Q: What do you find challenging at Aspull?

A: Time constraints! It is challenging juggling time to deliver a caring effective service especially to patients who have complex needs (including the elderly), when half of my working day is taken up with essential paperwork and administration tasks.

Q: What can the patient participation group do to support you?

- **promote on line access. See page 5 of newsletter.**
- **Promote self care for minor ailments, especially in winter. See page 3 of newsletter.**
- **Promote vaccinations including the flu jab. Have you had yours this year?**
- **Promote awareness of Community groups and the community link worker. See page of newsletter**
- **Remind patients to keep their records up to date for phone numbers and addresses.**

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](http://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/>



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



Vaccinations

The use of vaccines is a very important part of the health and well being of the individual and the nation.

The NHS as part of a preventative medicines strategy provides patients with a suite of FREE vaccinations at 8, 12, 16 weeks and one year for infants and more up to reaching senior citizenship.

There are also vaccines available for special groups such as travel vaccines which a number have to be obtained privately,

Patients are recommended to ensure that their vaccinations are up to date and to contact the surgery if any have been missed.

For a full list of vaccinations and when they should be made a comprehensive list can be found @ NHS choices

<http://www.nhs.uk/Conditions/vaccinations/pages/vaccination-schedule-age-checklist.aspx>

PPG member



EVERYONES NHS- Missed appointments

Did you know that there are around **12 million** missed GP appointments every year?

That's over **46,000** appointments every week and costs the NHS around **£162 million!**

Missed appointments **waste NHS resources** and can cause **serious delays** in treatment for other patients.

If you think you will be unable to attend your appointment then please let the surgery know as soon as possible so they can offer to someone else.

Please sign up to the text messaging service to receive appointment reminders and the facility to cancel your appointment by text.



Community Link Worker

The community link worker is a member of the practice staff who is able to see patients over the age of 18. They have time to spend with a patient, are able to share information about services and activities in the community and support patients in accessing those services if needed. The community link worker can see patients in the surgery or can also do home visits if necessary.

Appointments with the community link worker are suitable for patients who :

- Regularly attend the surgery for non-clinical reasons
- May have clinical problems that are already being dealt with by the GP and may have underlying issues
- May be lonely or bored and could benefit from activities in the community
- Are caring for somebody and may need some extra support
- Are struggling with debt, managing finances or running the home
- Long-term out of work or been made redundant.
- Have experienced a bereavement and may need extra support
- Are experiencing problems within the family
- Are suffering with low mood, depression or anxiety and need extra support
- Lacking confidence - and need support attending appointments
- Have retired and you feel they may be struggling with the change in circumstances, for example; boredom, lack of routine etc.
- Suffer with a long term condition and may benefit from support groups, for example; dementia, diabetes, heart conditions
- Stroke survivor who may benefit from extra support in the community
- Express an interest in volunteering
- Are homeless or about to become homeless
- Disclose that they have no money/food and don't know where to go for help regarding food/finances

This list is typical of the type of patient the Community link workers can help but if you think you or someone you care about would benefit from support ask your GP to refer to the CLW.

Patient Online Access



You know about online shopping

And online banking.....

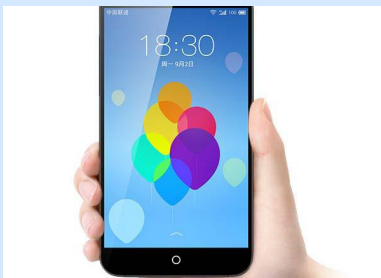
Download the app to your smartphone or tablet

But do you know about the online GP services at GP Surgeries?

- **Booking or cancelling appointments.**
- **Requesting repeat prescriptions**
- **Updating your address or phone number**
- **Sending and receiving secure messages**
- **Viewing your medical record**

These may all be done online now .

See back page for a registration form or ask at reception



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

Access to medical Records

You may or may not be aware that if you currently want to access a part of your record then you need to pay a £10 subject access request fee (SAR) plus additional costs for photocopies . By signing up online you might be able to find the information that you are looking for free of charge.

Application for online access to my medical record

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. Accessing my medical record <i>(NB: Access to medical records needs to be authorised by the GP and may require an appointment)</i>	<input type="checkbox"/>

I wish to access my medical record online and understand and agree with each statement (tick)

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
5. If I see information in my record that is not about me or is inaccurate, I will contact the practice as soon as possible	<input type="checkbox"/>

Signature	Date
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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		Notes / explanation	
Prospective <input type="checkbox"/> Retrospective <input type="checkbox"/> All <input type="checkbox"/> Limited parts <input type="checkbox"/> Contractual minimum <input type="checkbox"/>			