



NEWSLETTER SUMMER 2014

BROADWAY & INGOL SURGERY
DR PATEL & PARTNERS

New Practice Manager: I would like to introduce myself as your new Practice Manager. My name is Debbie Nolan and my role here commenced on the 1st May 2014. I have recently moved from Bury where I worked as a Practice Manager for 17 years up to 2012, I then took on the role of Clinical I.T. Training Manager supporting 33 practice's around Bury with Bury Clinical Commissioning Team. The practice has been run exceptionally well for the last 25 years by Ann Glenister who retired at the end of April. We wish Anne lots of happiness and enjoyment in her well deserved retirement. I intend to continue the excellent management of the practice which Anne successfully fulfilled and I am delighted to be part of the team.

Aged Over 75 Nominated GP

From April 2014, all patients aged 75 and over will have a named GP who will have overall responsibility for the care and support that our surgery provides to them.

What does this mean for our patients aged 75 and over?

If you are one of our patients in this age group, you will be given a named GP. This is being communicated in a variety of ways

- * Face to face during a consultation with a GP, Nurse or health care assistant
- * In an invite letter to review a long term condition
- * On the bottom left hand side of your prescription
- * By request from reception
- * A letter by the end of July 2014 informing you

Your named GP will have overall responsibility for the care and support that our surgery provides to you. They will also work with other relevant health and care professionals, who are involved in your care, to ensure that your care package meets your individual needs. This does not prevent you from seeing any GP in the practice as you currently do.

Referral to Secondary Care

If your GP decides that you need referring for treatment a referral letter will be completed and sent to the centralised hospital booking office. However, if the hospital booking office is unable to make contact with you either by phone or letter they will send the referral letter back to the surgery and you are removed from their list. If you wish to be referred then you will need to return to the GP to start this process again which inevitably delays your appointment to the hospital.

1. It is important that you provide us with your up-to-date contact details especially your telephone or mobile phone numbers.
2. If you have not received a phone call or letter to invite you for an appointment within 7 days then you should contact the booking office on the telephone number provided on the information leaflet given to you by the GP.



Patient Participation Group

The practice would like to invite patients to contribute in the development of the Practice and its Health Services. We are looking for patients to join the "Patient Representative Group" either to meet on a bi-monthly basis or to engage within "Virtual" (email) Group. The group will work together with the practice to offer a patient perspective on the services provided. The group would benefit from a diverse selection of patients i.e. Young Parents, Patients with a disability, Patients who suffer from Chronic Disease, Ethnicity, Patients who work, Patients retired, Job seekers, & Teenagers.

If you are interested in participating either in person at meetings or by a Virtual Group (email) then please ask the receptionist for a form or complete the online "Signing up for patient Group" form from the Practice Website.

The Patient Group is run by Patients with the support of the practice.



ACCESS TO YOUR GP & NURSE APPOINTMENTS

Our surgery offers morning and afternoon appointments each day except Thursday (closed half day from 1pm). You can make an appointment by telephone, in person at our reception desk or via our website. A range of appointment times are pre-bookable and available throughout the day for both doctors and nurses. If you wish to use the online system, you must first complete the relevant registration form (ask at reception or download from website). Urgent appointment requests are taken from 8.00am each morning (see urgent app for details).

Telephone Consultations

Our telephone consultation service is proving very popular. Each morning, some of the doctors are available to hold consultations on the telephone. We take your details, including a telephone number at which you can be contacted and one of the doctors will telephone you, usually by 12.00 on the day that you have requested. Many problems can be sorted out on the telephone, and if, on speaking to you, the doctor feels that it would be more appropriate to see you face-to-face, a surgery appointment can be made.

Urgent Appointments

If you feel the need to see someone more urgently please explain this to the receptionist who will be able to offer you an assessment with medical team either via telephone or in person. It may not always be possible to see the doctor of your choice or provide an appointment at a specific time at short notice, however we will try and accommodate your request and we guarantee to see problems which are medically urgent on the same working day.

HOME VISITS

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate that this is not always possible. In this respect, if you do need a home visit, you can help us by phoning before 10:00.

You should only request a home visit if you are housebound or are too ill to get to the practice. Your request for a home visit will be passed to a clinician who will normally phone you back to discuss the most appropriate way of dealing with your problem. A doctor will visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed.

LOST APPOINTMENTS "Did not attend"

In the month **JUNE 2014**, **128** appointments were lost at the surgery due to patients who **failed** to attend their booked appointments.

Failure to inform us that you are unable to attend your appointment may result in you being taken off our practice list.

A further 65 patients also failed to attend their hospital appointment!

If you are unable to attend your appointment, please ring us as soon as possible, this will allow us to offer it to another patient.

Help

WE CAN HELP WITH OUR REMINDER SERVICE

We have set up a text messaging service so that we can send reminders for appointments and other information to our patients.

In order for this to work for you, you need to ensure we have an up to date mobile telephone number on your records.

Check your details with the reception staff.

**PLEASE LET US KNOW IF YOU WANT TO RECEIVE
TEXT MESSAGES**

We hope this system helps to reduce the
"DID NOT ATTEND" RATE

Do we have your up-to-date contact details? Have we got the correct address for you?

It is extremely important that you inform us of any change of details !



Stay healthy this summer

Whether you're heading to the beach or having a BBQ with family and friends this summer, it's important that you stay healthy. Here are some tips to keep you and your family safe and well this summer.

Sun safety

- ◆ Warmer weather is known for making people smile, but it also brings a number of health risks. This advice will help you to enjoy the summer sun safely.
- ◆ Stay out of the sun between 11am and 3pm.
- ◆ If you have to go out in the heat, walk in the shade, apply sunscreen and wear a hat and light scarf.
- ◆ Have plenty of cold drinks, and avoid excess alcohol, caffeine and hot drinks.
- ◆ Keeping your living space cool is especially important for infants, the elderly or those with chronic health conditions or who can't look after themselves.
- ◆ Place a thermometer in your main living room and bedroom to keep a check on the temperature

BBQ food safety

When cooking on your barbecue, there are two main risk factors: under-cooked meat and spreading germs from raw meat onto food that's ready to eat. To avoid food poisoning, when you're cooking any kind of meat on a barbecue, make sure:

- ◆ The coals are glowing red with a powdery grey surface before you start cooking, as this means that they're hot enough.
- ◆ Frozen meat is properly thawed before you cook it.
- ◆ You turn the meat regularly and move it around the barbecue to cook it evenly.
- ◆ The meat is piping hot in the centre, there is no pink meat visible and any juices are clear.
- ◆ Being fit and active

Feeling Unwell

What to do if you or a family member begins to feel unwell this summer. Try to get help if you or someone else feels dizzy, weak, anxious or have intense thirst and headache. Move to a cool place as soon as possible and measure body temperature.

- ◆ Drink some water or fruit juice to rehydrate.
- ◆ If you suffer painful muscular spasms after sustained exercise during hot weather (particularly in the legs, arms and stomach), rest immediately in a cool place.
- ◆ Medical attention is needed if heat cramps last more than one hour.
- ◆ Consult a doctor if you feel unusual symptoms or if symptoms persist.

A&E and 999 services are for emergency and life-threatening conditions only. Call NHS: 111 24 hours a day, 365 days a year for fast, free medical advice when it's not an emergency

For more information about staying well this summer, visit the NHS choices website.

GP's in Preston develop services for patients with Dementia

The doctors in the Greater Preston CCG are developing clinical services for patients and their carers who have dementia. This practice is also supporting patients who may be at risk of developing dementia in the future.

If you or a relative has concerns about memory loss please contact the surgery to make an appointment with one of the doctors to discuss the matter further.



Carers:

Do you care for a relative, neighbour or friend? Do you care for a person with a chronic disease? Do you find it difficult to find time for your own health needs?

We are here to offer you support but if you don't tell us we cannot help you. Being a carer can be extremely stressful and isolating. Please inform us so we can help to make your life a little easier!

Choose Well

When searching for healthcare, 'Choosing Well' is about making the right choice for you, your friends and family. Sometimes it's difficult to know where to go, who to see and how to get there.

Using a colour coded thermometer, the Choose Well campaign aims to help you know about the range of services available, starting with self care and working up to a genuine emergency.

If you become unwell or are injured, make sure you choose the right NHS service to ensure you get the best and most appropriate treatment.

The thermometer below helps direct patients to the service best suited to their illness or condition and as it illustrates, when the temperature of a situation rises, so does the urgency level of care you need to receive.



999/Emergency Department

A&E (also called Emergency Department) and the 999 ambulance service should only be used in a critical or life-threatening situation. A&E doctors are specialists in treating life-threatening illness and injuries

GP/Health Access Centre

If you have an illness or injury that won't go away, make an appointment with your GP. They provide a range of services by appointment and offer same day appointments for urgent problems. Home visits can be made if essential. You can contact a GP or nurse when your surgery is closed, for urgent medical problems that cannot wait until the surgery is open again.

Pharmacist

Your local high street pharmacy can provide a range of essential health services, from dispensing prescriptions to providing health and lifestyle advice.

Pharmacists can provide expert advice and treatment for a range of common illnesses and complaints, without you having to wait for a GP appointment or visit a hospital accident and emergency or urgent care service.

Many pharmacies also have consultation rooms where you can speak to a pharmacist in private for confidential advice or treatment.

To find your nearest chemist, simply text "pharmacy" to 64746 to receive three free texts with details of your nearest chemist.

NHS 111

NHS 111 is a free telephone service, available seven days a week, 24 hours a day. It offers help and advice for when it's not a 999 emergency, but you need help and advice fast. When you dial 111 you will be directed to the best local service for you, to ensure you get fast and effective treatment.

Self Care

Self-care is the best choice to treat minor illnesses, ailments and injuries. A range of common illnesses and complaints, such as coughs, colds, sore throats, upset stomachs and aches and pains can be treated with a well-stocked medicine cabinet and plenty of rest.



NHS

Electronic
Prescription
Service

Electronic Prescriptions: What does this mean? If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time. Ask your GP receptionist or Pharmacy for more details.