The Parks Medical Practice

 Newsletter

 PPG Blisworth – Roade – Hanslope – Grange Park Spring 2024

**Endometriosis Awareness Month**

**Don’t ignore the pain: periods and pelvic pain should not get in the way of life!**

Endometriosis is a common, sometimes debilitating but often ignored gynaecological disease affecting 1 in 10 women and those assigned female at birth from puberty to menopause, although the impact may be felt for life. As well as chronic pelvic pain and painful periods, symptoms include pain during or after sex, painful bowel movements or pain when urinating, difficulty getting pregnant and fatigue. The type and severity of symptoms experienced varies depending on where the endometriosis is growing. Those with the disease often have their symptoms dismissed, not believed, or told it is ‘normal’. It takes an average of eight years to get a diagnosis of endometriosis in the UK - a figure that hasn’t changed in a decade - during which time, the disease may progress.

**Friends and Family**

In January and February, we received 978 responses of which 74% of patients rated their experience as Very good or Good. Some of the comments were ‘staff friendly and helpful’ and ‘excellent service’

**Thank you for continuing to be a patient at The Parks Medical Practice, we are keen to receive feedback from you to aid our continuous improvement. You can leave this in a variety of ways:**

**Taking our** [**Friends and Family Test**](https://forms.office.com/e/jJmwiaSHjz)

**Leaving a review on the** [**NHS Website**](https://www.nhs.uk/services/gp-surgery/the-parks-medical-practice/K83052/ratings-and-reviews)

**If you find that you have a complaint, please inform the Practice Manager so that we can address your concerns and rectify the matter as quickly as possible. We would always encourage you to contact the practice first should you have a complaint, so that we can try to help you immediately.**

**Surgeries**

**Park Slope Surgery Roade Surgery**

32 Stoke Road 16 London Road

Blisworth Roade

Northants Northants

NN7 3BT NN7 2NN

01604 878000 01604 863100

**Grange Park Surgery Hanslope Surgery**
Wilks Way 1 Western Drive

Grange Park Hanslope

Northants Bucks

NN4 5DW MK19 7LA

01604 434747 01908 510230

**Upcoming Practice closures**

**20th March, 17th April, 8th May**

**PLT Sessions: Phone lines close 12.30 and doors 13.00**

**Bank Holiday**

**29th March, 1st April, 6th May**

*www.theparksmedicalpractice.co.uk*

**Help us to help you**

We understand that when patients attend the surgery this can be a very difficult time in their lives and we work hard to ensure that all of our patients feel heard, respected and cared for. Below are a few notes which will help us to help you to make the experience as easy as possible.

The NHS app allows you to view test results with a few quick clicks. We advise patients that can, utilise this rather than calling the surgery for them or asking at reception.

This will mean we are able to answer more calls and reduce waiting times on the line.

Please attend your appointments and if you are unable to, please cancel this as soon as possible. No shows from the

1st of December to the 29th February has resulted in over 141.6 hours worth of appointments being wasted and due to us not being informed, we were unable to reallocate this to another patient.

# Opening Times

Monday-Friday: 08.00-18.30 hrs

Blisworth, Roade and Hanslope close at 12.30-14.30 each day

Grange Park stays open from 8.00-18.30hrs

Saturday/Sunday/Bank Holidays- Closed

**Extended Access**

Would you like an appointment with a GP, Nurse, or Health Care Practitioner in the evening or at the weekend when your surgery is closed?

If so, you can book your appointment now with **LIVI**.

**LIVI – Online Consultations**

LIVI online availability 06:00 – 22:00 every day

LIVI is our online consultation provider. If you would like an online consultation, you do not need to call your GP Practice reception. Once you’ve signed up to the LIVI App, you will be able to access LIVI Online Consultations between 06:00 – 22:00 every day. You can choose to see a GP online the same day or book up to 7 days ahead.

For further information please visit <https://northantsgpalliance.com/services/general-practice-enhanced-access/>





**Hay fever**

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest. Hay fever will last for weeks or months, unlike a cold, which usually goes away after 1 to 2 weeks.

Symptoms can include:

• Sneezing and coughing • A runny or blocked nose

• Itchy, red or watery eyes • Itchy throat, mouth, nose and ears

• Loss of smell • Pain around your temples and forehead

• Headache • Earache

• Feeling tired

**Keeping healthy this Spring** 

**How to treat hay fever at home**

There's currently no cure for hay fever and you cannot prevent it. But you can do things to ease your symptoms when the pollen count is high.

•put Vaseline around your nostrils to trap pollen

•wear wraparound sunglasses to stop pollen getting into your eyes

•shower and change your clothes after you have been outside to wash pollen off

•stay indoors whenever possible

•keep windows and doors shut as much as possible

•vacuum regularly and dust with a damp cloth

•buy a pollen filter for the air vents in your car and a vacuum cleaner with a HEPA filter

•try to stay at home and avoid contact with other people if you have a high temperature or you do not feel well enough to do your normal activities



**COVID Spring Booster**

The Parks Medical Practice will be contacting eligible patients inviting them to have their COVID Spring Booster Vaccination.

Eligibility Criteria:

* Aged 75 or over
* Live in a care home for older adults

Further information will follow in March and April

**Prescriptions**

Prescription Requests

We do not take prescription request over the telephone or by a pharmacy however you can request your

medication through the following options: Email

Please include your name, address, date of birth and a list of the items you need. NHS App



Using system online (prior registration is required)

Paper prescription request returned to the surgery

 **Requests take 5 working days**

**Thank you for your ongoing patience.**

**Appointments**

**Our Receptionists are all trained in care navigation to ensure you are seeing the right clinician at the right time. They will ask some questions as to why you**

**would like an appointment but this is only to ensure you are signposted or seen appropriately.**

**When we offer telephone triage appointments with a clinician, this is not declining the option to be seen face to face however does mean clinicians can see the most in need patients. Not all illnesses need to be assessed in person and clinicians can prescribe and advise over the phone.**

**Patient Participation Group**

The Parks Medical Practice Patients’ Group (PPG) is a group of volunteers whose aim is to improve the flow of information between the practice and its patients, arriving at a beneficial understanding of how the Practice works to provide a service to its patients, helping to explain to patients how the 4 GP services within the Parks medical practice are changing in response to NHS reforms and the growing pressures imposed by rising local population and the unprecedented demand since the Covid pandemic.

We welcome enquiries from patients who would like to join our patient group, please email northantsicb.practicemanager.k83052@nhs.net.

**Additional Services available from The Parks Medical Practice**

As well as GP appointments, we provide a number of other medical appointments and ancillary services. Whilst your GP will refer you when needed, in many cases these services can be accessed directly via Reception or self-referral.

All of the staff concerned are trained in their specialist fields and if they cannot help directly, they will consult with your GP as necessary.

**The services are available to book/be referred to via Reception and include:**

**Phlebotomist** – taking blood samples that have been requested by Doctors only

**Health Care Assistants (HCA)** – blood samples, blood pressure, height and weight checks, ECGs, ear syringing, simple dressings, NHS Health Checks

**First Contact Physiotherapist** – new onset muscoloskeletal pain, bad knee/hip etc. including sprains, bad backs etc.

**Nurse Practitioner, Paramedic, Advanced Nurse Practitioner (ANP)** – minor illnesses – chest infections, cough, sore throat, skin infections, wounds, minor injuries. Some have additional skills such as ear microsuction

**Practice Nurse** – smears, swabs, complex wound care, compression bandaging, asthma checks, immunisations, chronic disease reviews (diabetes and COPD), hypertension, health promotion and advice

**Clinical Pharmacists** – medication queries and reviews. Medicine optimisation and deprescribing where appropriate

**Social Prescribers** – supporting patients with non-clinical problems, low level anxiety and depression, loneliness, bereavement, financial and housing worries. You can self-refer by asking at Reception to be linked to a Social Presriber, or whilst you are in with a clincian

**Age Well Team** – supporting patients aged 65+ to stay happy and healthy. Can refer to wider community teams to help with equipment/mobility adis and social/financial worries. Also support carers and dementia patients. You can self-refer by emailing pml.parkwoodagewell@nhs.net

**General Practitioners (GPs)** – supporting the rest of the clincial team. Management of complex chronic care including mental health, pain management, cancer care and palliative care. Assessment, safety netting and referral to secondary care for conditions requiring specialist input. Managing treatment plans as advised by secondary care

Primary Care (GP Practices) ***cannot*** help with: suspected broken bones, severe bleeding, seizures, major injuries that need stitches, head injury with loss of consiousness, severe chest pain, respiratory distress. For these issues you should go to your nearest A&E department or call 999.