



Darwen Healthcare

NEWSLETTER

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Welcome to our new style Newsletter

These Newsletters are produced in conjunction with the Patients Reference Group (see page 2 for more info) and we hope to produce them quarterly to cover Spring/Summer, Summer/Autumn, Autumn/Winter and Winter/Spring to cover what has happened and what is to come.

The Patient Reference Group is seeking volunteers to attend the meetings on a Monday evening every 2 months, we especially hope to recruit members from ethnic & other diverse groups, to ensure there is a good cross section of views. If you are interested please email the practice as above or susan.hill13@nhs.net

There are lots of changes and new initiatives happening in both the NHS and within our practice and we hope that this newsletter will give you ideas and information on ways to both improve and maintain a healthy life style

We also hope to give you an insight in to the running of the practice and the roles everyone plays in making Darwen Healthcare a CQC Outstanding Rated Practice. We welcome your feedback on ways to include more information in future editions of the Newsletter.

Please send your feedback either by post, dropped in at reception or by email to darwen.healthcare@nhs.net

The Darwen Healthcare Patient Reference Group

The Patients Reference Group meets bi-monthly on a Monday evening and consists of patients of the practice who work with the doctors and practice staff to improve the way services are delivered.

Chair: Tracy Jones

Vice-chair: Barry Ashcroft

Meet the Chair

My name is Tracy Jones and I have been so honoured in being elected The Chair of our PRG for the last 3 years. 3 years ago, I was invited to join a new initiative within our Practice which was then named the Patient Participation Group, I duly turned up at the first meeting where there was a total number of 4 attending and that included a GP and the then Practice Manager but from that very first meeting my interest in what this Patients' Reference Group could achieve on behalf of ALL Patients was initiated. Since then, the Group has gone from strength to strength with new Group Members who, I'm glad to say, all have a very important role to play and are very instrumental in all plans put forward to the Practice.

What did I feel I could input into the Group? Having come from a Legal background - I was genuinely interested in people, but I was also interested in Children's Medical Issues as we had been blessed with a Daughter

who was born with an extremely rare Genetic Disorder where in the first 11 months of her life, she had 110 appointments up and down the Country, so we were well versed in dealing with Doctors and Hospitals' and I wanted to help others who found themselves in the same position as we found ourselves at the time and I thought that would help other Patients/Families within the Practice. Unfortunately, in 2008 - I lost my Husband to the dreaded Cancer and without the help and support from our Practice, things could have been a lot harder to deal and comprehend with - so I felt it was time for me to "pay back" to the Practice for all the things they did for our Family at that sad time.

Do I feel the PRG has any effect on the Practice? I think people would be surprised at how much input our Group has within the Practice. Over the years, we have made many suggestions to the Practice that have been taken up. These include Flu Clinics, Appointments, Waiting Times, Campaigns started by our Group - Loneliness, Well Being, Smoking Cessation etc. I genuinely think that if more got involved with the PRG, they would truly be surprised at what an impact can be made on behalf of all Patients within the Practice. I have found it to be a joy to be part of the PRG and I'm so glad that I joined

Practice Team News

Trainees and Students

Darwen Healthcare is incredibly proud to have been a training practice for a number of years and being involved in the training opportunities of the GPs of the future.

We are delighted to have been allocated Year 2 Physician Associates who will each spend 6 weeks with the practice during the year. Physician Associates are being trained to bridge the shortage of GPs.

The training opportunities now also include Student Nurses from THE University of Central Lancashire and Cumbria (UCLAN) and include Year 1, Year 2 and Year 3 Students and

allow them to be exposed to the exciting opportunities in Primary Care.

We are excited to report that Natasha, our third Student Nurse has just finished her first placement with the practice and we are delighted that we have been allocated two further Student Nurses commencing 9 week placements with the practice from 26 April 2017.

Up-skilling of Existing Practice Staff

Gulnaz Patel, Medical Receptionist commences training in April as a Healthcare Assistant.

Sarah Whittle. Prescription Clerk commences in post as Prescription Team Administrator.

Feedback & NHS Choices

Your feedback is important to us so please continue to complete the Friends and Family Feedback Form via Reception or our website each time you come to the practice.

Recent NHS Choices Feedback received Friday 10 March 2017:

"I just want to say how fantastic this practice is. Having had a fair few issues over the last few months with health anxiety I have been dealt with care, consideration and rather than being fobbed off with "it's anxiety" the

doctors I have seen have listened and treated me the same as if I had a physical illness. I have never once felt like I have wasted their time or been rushed. The reception team always answer the phone and I have always been given an appointment very quickly. I really do think a lot of Dr's and practice staff could learn a lot from this practice. Excellent service, they're all doing the NHS proud." Monthly Friends and Family Feedback is placed on our website and on the PRG Notice board.

Electronic Patient Access - Register to benefit



On Line Patient Access to your own Summary Medical Record gives you:-

- Access services and information 24 hours a day
- Order your repeat prescriptions 24 hours a day
- Book appointments without the need to telephone

What do you need to do?

You need to register for this internet service with patient.emisaccess.co.uk/Register

You can access this via the Darwen Healthcare Website on our home page : www.darwenhealthcare.co.uk. On registration you will be issued with a unique user identity and password for your use only and your medical record cannot be accessed without these

More Information has been placed on our website under the section titled Patient Access

Prescriptions Update

ELECTRONIC PRESCRIBING

This means that when a GP issues a prescription it can be electronically signed and sent electronically to a nominated pharmacy of your choice without the need for a paper prescription. The paper based prescription system will still run alongside the electronic system as paper prescriptions will still be issued for Controlled Drugs .

The electronic system is safer and could save you time i.e. no need to collect the paper prescription from the practice.

Ways to order your repeat prescriptions:

- On paper - simply tick the medications needed on the re-ordering slip and place it in the prescription box at reception or with the reception desk staff
- Online - via Patient Access
- By Telephone 01254 226691 Option 1, **Please Note** this is for over 65's, Housebound, Disabled patients only

Health Awareness

BwD Wellbeing Service Shirley Holden

A weekly clinic is now held at the practice on a Friday afternoon 1:00 p.m. to 5:00 p.m.

The Health and Wellbeing Service can support you to make changes to improve your health and provide access to a range of helpful, free services. They can offer any information, advice and guidance that you might need.

The service will support anyone aged 16 Years and over who lives, works or has a GP in Blackburn with Darwen.

All you have to do is get in touch! You can ask your GP or Nurse to refer you to our service or an appointment can be booked for you to be seen at the practice on a Friday Afternoon.

Living Well Service Lauren Harwood, Practitioner

A weekly clinic will commence in April on a Thursday afternoon between 2:00 -6:00 p.m.

The practitioner will help patients who need symptom support for feelings of anxiety linked with a Long Term Condition such as COPD, Asthma, Diabetes, IBS, Heart Disease etc.

Trainee Counsellor Charlotte Conn

A weekly clinic is held at the practice on a Wednesday afternoon for patients who are suffering with anxiety type issues. Your GP or Nurse can refer you to see the counsellor and will book the appointment for you if appropriate.

Recent Feedback from a patient who has completed some sessions:

"I am emailing with grateful thanks and to recognise the help and support I received from Charlotte Conn who I was referred to by my GP for Counselling in November 2016. I attended approx. eight sessions with Charlotte and her professional yet friendly, empathetic manner put me at ease immediately. I consider myself very lucky to have been able to access this service within a short space of time. I feel this was key in allowing me to address the issues that were having a detrimental effect on my health and Well-being. Had there been a wait, I feel certain that I would have deteriorated further and probably needed more intensive support. I would certainly recommend counselling to others as it has certainly been a positive experience for me. I hope that Darwen Healthcare continues to offer this service to patients and recognise the impact of this type of support".

A Typical Day in the Life of a Practice Manager

My name is Ann Neville and I thought that it might be useful for patients to have an insight into what staff do in a typical working day and start off with mine. The role of a Practice Manager is extremely demanding, can be stressful at times but can be so rewarding when improvements to patient outcomes are achieved.

I commenced working with healthcare providers in 2006 initially as a Medical Receptionist / Medical Secretary. In 2008 I became Coordinator of Multi--Disciplinary Teams with the Cancer Services and progressed to Head of Administration at East Lancashire Hospice. I joined Darwen Healthcare initially as a Customer Service Manager in 2013 and became Practice Manager from December 2014.

My day typically begins at around 7 am when I arrive at the practice and complete the following:

Emails

Darwen Healthcare generic emails

Check any outstanding tasks for Non Clinical Staff and Clinical Staff and ensure that these are completed in a timely manner

Check if all staff are in work and delegate any amendments to clinics that need to be made

Ensure GP and Nurse Appointments meet patient need

Check staff rotas on a weekly basis

Deal with any problems or complaints that need my input

Attend meetings linked with external healthcare services

Look at daily clinics where there have been failed to attends

Meet staff with key roles i.e. GP Partners, Nursing Team Staff, Corporate Governance Administrator, Contract Administrator, Administrative Coordinator, Senior Receptionists, Trainees and Student Nurses.

Complete financial reports

Audits

My day finishes around 5.30 pm but remain on call for staff to contact me should the need arise and finally an hour of replying to emails between 7.30 and 8.30 pm.

Although the days can be long the achievements the practice has made over the past two years including the inspection rating by CQC as "outstanding" make it worthwhile and a pleasure to be a part of such an amazing team of individuals working together.

**NUMBER OF FAILED TO ATTEND APPOINTMENTS
DURING JANUARY, FEBRUARY & MARCH 2017**

Type of Appointment	JAN	FEB	MAR
GP Pre-Bookable Appointments	62	43	65
Urgent On the Day Priority Appointments	28	38	60
Practice Nurse Review Appointments	65	27	37
Health Care Assistant Review Appointments	34	34	29
Total Appointments Lost	189	142	191

**THAT'S 522 APPOINTMENTS WHERE ANOTHER
PATIENT COULD HAVE BEEN SEEN**

**You can help us by cancelling your appointment
if it is not needed:**

This can be done by phone or if you have a mobile number you can sign up for text reminders which will allow you the option of cancelling your appointment if it is not needed by simply texting back the word CANCEL when you receive the reminder. This will automatically cancel the appointment from our system and allow the appointment to be allocated to another patient.

KEEP THE PRACTICE UP TO DATE

Please keep the Practice up to date with your Home Address, Email Address, Land line Telephone Number and Mobile Number which will enable the Practice to contact you and send you updates and invites for the services we provide.

Focus on Support Groups & Services in Blackburn with Darwen

Are you a Carer?



Blackburn with Darwen Carers Service

Visit www.bwdcarers.org.uk

Email: office@bwdcarers.org.uk

Tel: 01254 688440

The Service supports unpaid carers who look after a family member or friend. The service can offer a full review of all aspects of your caring role including checks to ensure you are claiming all entitled welfare benefits and explaining your rights as a carer. There are respite opportunities and free therapy & relaxation sessions when you register with the service. You would also have the opportunity of meeting carers in similar circumstances through one of the many support groups. To find out more please ask at reception.



Visit www.refreshbwd.com

Email: refresh@blackburn.gov.uk

Tel: 01254 682037

Blackburn with Darwen's Wellbeing Service is funded by Public Health and provides support to make changes to your health and access to a range of helpful services. We will support anyone aged 16+ who lives, works or has a GP in Blackburn with Darwen.

We know that sometimes it can seem difficult to make a change and stick with it, that's where we come in!

Book a session with one of our friendly Health Trainers at Darwen Healthcare on Friday afternoons.

The Bank Holiday Season

Don't forget to allow extra time for ordering and collecting prescriptions

Surgery will be Closed

Good Friday 14th April }

Easter Monday 17th April }

Monday 1st May } **Order repeat prescriptions by 5:30 pm Wed 26th April**

Monday 29th May } **Order repeat prescriptions by 5:30 pm Wed 24th May**

Order repeat prescriptions by

5:30 pm Tues 11th April