



BASSETT ROAD SURGERY PATIENT PARTICIPATION GROUP

NEWSLETTER ISSUE 6 – SEPTEMBER 2019

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SERVICES WITH PRACTICE MATRON - JANE WALLACE

Jane has specialist training in women's health and sexual health. Simply book a routine appointment with Jane regarding all available methods of contraception (including IUDs and implants) and/or to arrange sexual health screening.

On **Tuesday mornings, Jane holds a dedicated clinic for consultations on contraception** (IUD, implant, injection, the pill), menopause-related issues and gender neutral sexual health screening. On **Friday mornings her clinic is usually dedicated to fitting IUD/ IUS/ implants**, when she is assisted by a Health Care Assistant (HCA). With the exception of the Friday morning clinic, Jane's appointments are bookable online.

Early Heads up for Flu Clinics for Winter 2019

Flu clinics start week commencing 10th September. You will be able to phone in and make your appointments, or as last year, you will be able to book them online. Appointments online will be clearly marked for Over 65's or Chronic Disease under 65. Note - the under 65 group will not have vaccines available until early October.



Who is eligible for a flu vaccine?

- Adults 65 and over
- People with certain medical conditions (including children in at-risk groups from 6 months of age) Asthma, COPD, Heart Failure, Chronic Kidney disease, Chronic Liver disease, Chronic Neurological conditions, diabetes, Sickle Cell, weakened immune system, BMI 40 or above
- Pregnant women
- Children aged 2 and 3 on 31 August 2019
- Frontline health or social care workers

This criteria is taken from NHS Website [Click here](#) for more details.



Annual Patient Survey

This year's patient survey will take place from **Monday, 14th October - Thursday, 31st October**. As usual there will be paper copies for you to fill in if you happen to be in the surgery and prefer to complete it this way. Or if you have registered and verified your email address/mobile number, a link will be sent to you during the above dates to complete the survey electronically. If you prefer to complete the survey electronically but have not received a link, once the survey commences you will be able to go to the PPG area on the BRS website and click the survey link.

Please take the time to complete the survey, as we use your input to put together a development plan for the coming year. Our current development plan can be viewed in the PPG area of Bassett Road Website [Click here](#) **Your views help shape the service you receive.**



THINK PHARMACIST

We are pleased to have patient experiences of using our local pharmacists for self care – thank you for your feedback.

Earache

My 13 year old granddaughter was complaining on a Saturday morning that she hadn't slept a wink all night because she had a really bad earache. It wasn't the Saturday for the surgery to be open, so we tried a pharmacy in the town and asked for a private consultation. Several questions were asked and after a brief look in the offending ear she was diagnosed as an ear infection. Unfortunately, they were unable to prescribe medication but suggested we call 111.

When we called 111 we were able to say that we had sought professional advice and that in the opinion of the pharmacist my granddaughter needed a round of antibiotics. We were given an appointment and the doctor agreed with the diagnosis and the medication was duly prescribed. I have not always had a good experience with "Out of hours", as often there is a very long waiting time. However, I believe that as we had already sought advice from a professional, we were taken more seriously and the problem was resolved in a timely manner.

Severe Nappy Rash

My baby had a severe nappy rash, following a prolonged stay in hospital on various medications. I tried using Sudocrem, Bepanthen and Metanium but none of them helped and the rash wasn't getting any better, it was spreading and looked red and angry. I decided to take the advice given in one of your previous newsletters, to seek advice from a pharmacist, rather than book a Drs appointment. I explained the creams I had tried, the pharmacist took one look, said it was infected and suggested I use Canesten, which up until now I thought was used for something completely different!

However, it did say on the tube it would treat nappy rash. I am pleased to say that within a couple of days the rash had completely gone. As your article said "think pharmacist" and that's something I will definitely be doing in the future.

What can I do if the pharmacy I go to doesn't have all of the medication items I need?

Patients often talk to us about this problem and so we have discussed it with the local pharmacists and they have replied:

'If your prescription has been made up but when you are given it at the counter you are told that some of the items are missing, you have the choice to say that you would rather try somewhere else. You do not have to take the part filled prescription. This medication can be taken back and put on the shelf. However, you must state this at the counter while you are there, because once you have walked away you have accepted the medication and the pharmacist is no longer able to take it back.'

NHS 111 Online - 111.nhs.uk

NHS 111 online allows patients to get urgent healthcare online

How 111 online works – The online service is now available across England. People visit www.111.nhs.uk, enter their age, sex, postcode and main symptom and are then asked series of questions about their health problem. They can then:

- Find out how to get the right healthcare in their area, including whether they need to see a GP or seek urgent care
- Get advice on self-care
- In most areas, get a call back from a nurse, doctor or other trained health professional if they need it

Benefits of 111 online – it's a fast and convenient alternative to the 111 phone service and provides an option for people who want to access 111 digitally. It is one of several digital NHS services that are empowering people to manage their own health and care.



FESTIVAL FOR OLDER PEOPLE
Friday 4th October 2019 10am to 2:30pm

The Rufus Centre Steppingley Rd
Flitwick MK45 1AH

Advice and information for older people from local organisations, voluntary and community groups

Wellbeing Room offering complementary therapies and treatments

Arts and Crafts Stalls

FREE ENTRY, LUNCH, REFRESHMENTS AND ENTERTAINMENT

OPEN TO ALL

For further details or if you need help with transport:

0300 303 8554 info@healthwatch-centralbedfordshire.org.uk

FESTIVAL FOR OLDER PEOPLE FRIDAY 4TH OCTOBER

Healthwatch Central Bedfordshire (HWCB) are holding their annual Festival for Older People.

They bring together organisations and community groups that provide advice, information, guidance and services to support older people. This fun packed event celebrates International Older Peoples Day and the achievements and contributions older people make to society. The theme for this year's event is 'The Journey To Age Equality'.

PRIMARY CARE NETWORK (PCN)

The PCN is a national initiative from NHS England and was introduced in January 2019 and is being implemented across the country. The aim is to encourage GP Practices to co-operate between themselves and with other local health providers to improve patient services. Typically a PCN will represent 30-50,000 patients.

The three practices in Leighton Buzzard have formed a single network with Dr Henderson as the Clinical Director. This body came into being on 1st July and is still in its early stages of development. Regular meetings are being held between the three practices to establish their governance framework. More news will be given to you on this initiative as it becomes available.

RECYCLING UNWANTED NHS EQUIPMENT

There have been many articles in the press about the wastage of NHS Equipment and we have discussed on many occasions, what we can do to help. One of our colleagues on the PPG has identified a charity, recognised in the Queens Honours list, that will collect, check and deliver these valuable resources to help disabled people in 20 other countries.

So do you or a relative have any of the following items at your home that you no longer use?

- Walking Sticks
- Crutches
- Zimmer Frames
- 3 Wheeled walkers
- Wheelchairs either pushed, self-propelled or electric

Can you please contact us on bassettroadppg@gmail.com or leave a note in our suggestion box in the surgery, giving us the item/s that you have and a way for us to contact you. Once we have gauged the volume of items, we can arrange a drop off day and time. **At present we can only accept the items in the above list.** Thanking you in advance for your help with this very worthwhile project.

UPDATE ON THE TELEPHONE SYSTEM

An ongoing request from patients to have a queuing system will be realised in October. There will be an allowance for 15 patients to be held in a queue and this is expected to go live mid – to end of October.



STAFF CHANGES AT THE SURGERY

Drs Hogg, Hayek and Guntupali left us in August and have been replaced by new registrars Drs Olajibe, Eke, Daganayke and Akhlaq who will be with us for the next 6 months. New Clinical Pharmacist Louise Carr will be covering Clara on Tuesday, Thursday and Fridays as Clara is currently seconded to the Centre for Post Graduate Pharmacy Education for 18 months.

Dr Lewis and Dr Gill will be starting maternity leave in September and November respectively.

A full list of all staff at the surgery can be found on the website, by selecting Practice Information on the left hand side of the home page. Then scroll down the Practice Information page until you get to the "Staff" area.

STATISTICS AND DATA



Mjog Messenger App brings positive results for BRS

Many of you have now signed up to use the Mjog app and it's having a positive result. The app allows a message to be sent to you, reminding you of your appointment and gives you the option to cancel if no longer needed. Once cancelled these appointments are immediately placed back on the online system for others to use.

Appointments cancelled using Mjog app	May - 86	June - 109	July - 95
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Please consider downloading this app as GP's can also use Mjog to send multiple health campaign messages and advice. It is a free service and therefore, enables financial savings that can be used within the Practice.

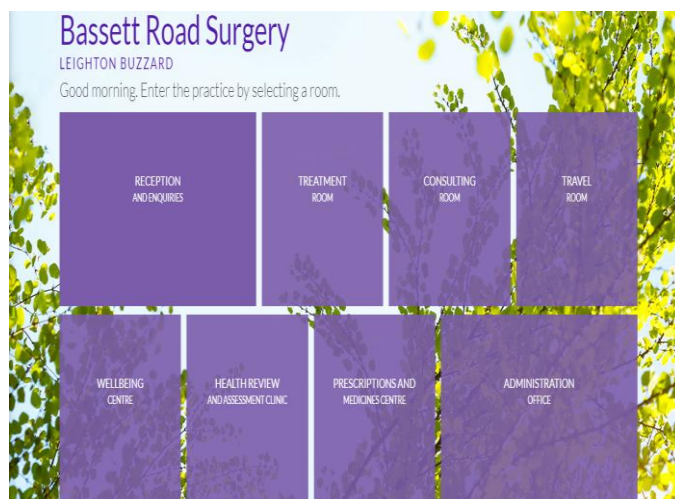
The New BRS Website

Of the 1,386 requests made since going live in December 2018, this equates to:

958 phone calls avoided	344 visits in person avoided	153 appointments saved
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Please take the time to look at the new website and see what options are available to you. Below are some of the things that can be dealt with that are **non urgent** medical requests, without making an appointment:

- Ask a Doctor, Nurse or Reception a question. (The surgery aims to respond to these within 2 working days)
- Test Results
- Medical reviews i.e. Asthma, Blood Pressure, Contraception and Epilepsy etc.
- Assessments i.e. COPD, Alcohol, Knee, Hip etc.
- Prescription synchronisation
- Register for online services
- Change Personal details



Missed Appointments – Did Not Attend (DNA)

Month	Missed Appointments	Hours Lost	If you no longer need your appointment, please let the surgery know as soon as possible – by phone, text or online so another patient can be given this slot.
July 2019	186	39.75	
July 2018	159	30	

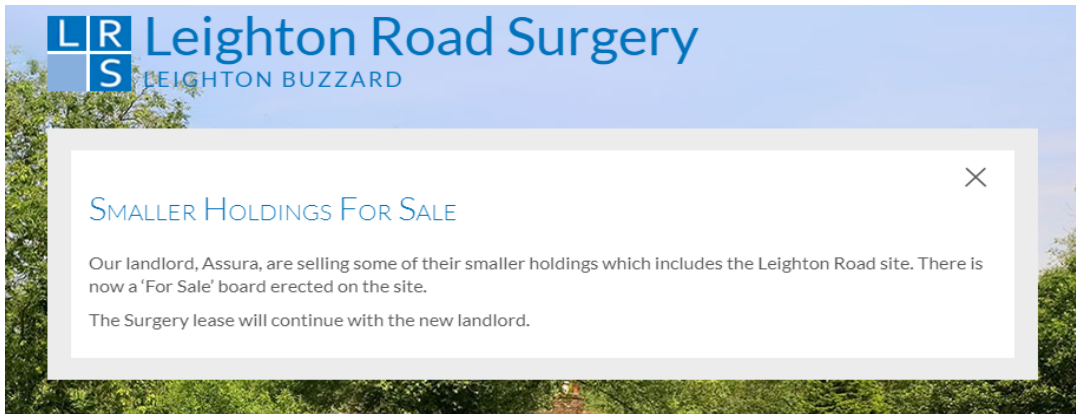
Current Patient Numbers at BRS – 16,442

DATES FOR YOUR DIARY

<p>BRS PPG "SURGERY" DATES</p> <ul style="list-style-type: none"> • Wednesday 25th September • Wednesday 30th October • Wednesday 27th November <p>To book an appointment please contact the PPG on bassettroadppg@gmail.com. Slots will be available between 6.00pm and 8.00pm. We will be able to give general advice about the practice including: ordering medication, booking appointments online, help finding your way around the new website and listening to your ideas to help improve the service you receive at BRS or to discuss difficulties you may have encountered.</p>	<p>SURGERY CLOSED FOR STAFF TRAINING</p> <ul style="list-style-type: none"> • Thursday 19th September • Thursday 7th November • Thursday 5th December <p>The surgery will be closed on the above dates between the hours of 2pm – 6.30pm as staff will be taking part in mandatory training.</p> <p>FESTIVAL FOR OLDER PEOPLE</p> <p>Friday 4th October 2019, 10am to 2pm, at The Rufus Centre, Flitwick</p> <p>ANNUAL PATIENT SURVEY</p> <p>Will take place from 14th – 31st October</p>
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Leighton Road Surgery

The 'For Sale' sign outside Leighton Road Surgery has prompted some queries, please see below their website announcement.



PATIENT FEEDBACK ON THE NEWSLETTER

We would love to hear your feedback on the newsletter. Did you find it useful and informative? Is there something you would like us to cover in future newsletters? Do you have a non-clinical question that you would like answered? If so, email us at bassettroadppg@gmail.com or leave a comment in the PPG Comments Box in the surgery – with your contact details and we will get back to you.

If you would like this in a larger font, then please contact the editor on bassettroadppg@gmail.com