



# BASSETT ROAD SURGERY PATIENT PARTICIPATION GROUP

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## NEWSLETTER

### Issue 2 – September 2018

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We are delighted with the favourable responses we have had from patients following the launch of the PPG Newsletter during PPG Awareness Week in June. Our aim is to keep you as updated as we can with changes that may affect you, or to notify you of services that you may not be aware of. As a result of the newsletter we have 26 new virtual members from whom we can canvas opinions – welcome to the team!

Issue 2 has our regular update slots and lots more. If you would like to ask a non-clinical question, see a particular topic covered in subsequent issues, or have a patient experience that you would like to share, please see our contact details on the last page of this newsletter.

Editor



### **FLU JAB CLINICS 2018/2019 – BOOK YOUR APPOINTMENT**

**A reminder for those of you who have an annual flu jab.**

- **Patients Aged 65 and Over – Clinics commence 10<sup>th</sup> September**
- **Patients at Risk – Clinics commence 1<sup>st</sup> October**
- **Children – To be advised**

Flu vaccination is available every year on the NHS to help protect adults, children, health care workers and carers who are at increased risk of flu and its complications. Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week. However, flu can be more severe in certain people, such as:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (such as long-term heart or respiratory disease)
- children and adults with weakened immune systems

For further information see the surgery noticeboard or website.

If you are eligible, book online or ring the surgery to arrange your appointment, to ensure you are protected against flu.

## Selection of Comments from Patient Survey 2017

You Said .....	Response ....
<p>It's a shame children can't be registered for online services, it would make it easier to book appointments and order medication for them</p>	<p>Children can be registered for online services – until they reach their 11<sup>th</sup> birthday. Up until then, parents/guardians can book appointments and request medication via their online services.</p> <p>From the age of 11 this right is removed from parent's online services.</p> <p>At the age of 16 the young adult will be written to and advised they can apply for their own online services.</p>
<p>The main frustration for me is being able to get through to someone on the phone within 10-15 minutes of trying</p>	<p>We have taken on board this comment and have asked for data from BRS, so that we can establish the volume of calls taken over a given period. This will give us the information we need, to look at ways of improving this service.</p>
<p>A more efficient appointment booking system is needed that allows a quicker and more effectual way for patients to see a doctor</p>	<p>The appointment system is constantly being monitored and tweaked to give patients the best possible opportunities to make an appointment to see a doctor.</p> <p>It is currently possible for patients to be seen by a doctor, or speak to a doctor the same day.</p> <p>We are aware that there are few appointments for doctors that can be booked in advance, but with signposting (see Issue 1) and patients seeing the best person for their ailment, this should free up valuable doctor's appointments and over time you should see an increase in availability of appointments.</p>

## PATIENT SURVEY – 2018

In November we will be conducting our annual Patient Survey. This is strictly confidential and anonymous. It can be completed online or paper copies will be available in the surgery. Although the survey is completely anonymous there is the opportunity for you to give your details, if you would like the PPG or surgery to get in contact with you. Completing the survey will only take a few minutes of your time.

Your views and experiences *do* matter - things have changed as a result of your feedback – so please take part.



## Pharmacy2U - Something you should be aware of .....

It has been brought to our attention that some patients have received literature from the above company which seemingly has the surgeries in the town listed on it, including BRS. This company also uses the NHS logo on their mailings although it has no more connection with the NHS than any other pharmacy. BRS have asked us to let you know that it does not endorse this or any other individual pharmacy.

## TEST RESULTS ONLINE

If you are registered for online services, it is possible for you to view your test results online. To request that this service is activated for you, you will need to select the ACCOUNT tab and request Detail Coded Record. There will be a brief delay before you are able to view your test results online, but once set up it would no longer be necessary for you to call the surgery to get them.

Please take time to read the following guidelines:-

1. If your results require urgent intervention by your GP, you will receive a phone call to discuss the results and an explanation on the course of action to take.
2. If your results say that you need to see a GP, don't panic, take a deep breath and relax; this does not mean there is something seriously wrong with you. You don't need to see a doctor that day. If you were not an online patient there would be a delay while the doctor asked for a letter to be sent out to you asking you to make an appointment, so you would normally be unaware that the doctor needed to see you.
3. As you are an online patient, you can check to see if there are any appointments and book online. If there are no appointments available, please wait until the following day and check again.

### Patient experience of using test results online.

"I registered early on for online services as it makes life so much easier, to be able to book appointments and to order medication. I also asked for my Detailed Coded Record one day while looking through the options available to me on line. This gave me the ability to check my test results. I have regular blood tests due to an ongoing condition and can easily check if everything is ok. As a patient you really need to ignore all the number ranges as everyone is different. For example, some of my tests are out of range but that is normal for me with the condition I have." **The only box you need to be interested in is the last one - this may advise the need to book a routine phone call or appointment with a GP.**

"Last month when checking my results online, I noticed that three of my blood tests were asking for me to see my GP, so I switched over to appointments and there was nothing there (not really surprised – it was 11:30pm!). The next morning I went online again, checked for appointments and was able to make one."

"I saw the GP and we discussed my options, which in my case resulted in me being referred to haematology at Stoke Mandeville. I reminded the doctor that they would not need to send me a letter out as I had dealt with the process myself, so the tick box was cleared. I feel that this streamlined my treatment and saved secretarial time sending out the letter, but also meant one less phone call coming into an already busy reception."

## MISSED APPOINTMENTS – DID NOT ATTEND (DNA)

From your comments in the patient survey and our own experiences we know how frustrating it is when you can't get an appointment. However, during the **month of July**:

- **159 PATIENTS DID NOT ATTEND A BOOKED APPOINTMENT**
- **THIS EQUATES TO 30 HOURS OF APPOINTMENTS WASTED**

So please, **if you no longer need your appointment let the surgery know as soon as possible** – by phone or online – so the appointment can be made available to others. If the surgery has your mobile number a text reminder of your appointment will be sent to you.

## ACTIVE SIGNPOSTING

Active Signposting – or care navigation – is designed to connect patients more directly with the most appropriate source of help or advice. As patients, the more we know of what services and additional skills are available the better decisions we can make. BRS receptionists can help with this.

### **Some of our clinicians have 'Special Interests' or 'Extended Roles'**

These are GPs who undertake, in addition to their core general practice, a role that is additional to their GP training, and requires further training. At BRS we have :

- Dr John Henderson – Dermatology
- Dr Nasir Jamil – Ophthalmology (Eye Health/Disease)
- Dr Rosalyn Lucy and Practice Matron, Jane – Sexual Health and Gynaecology
- Dr Mary Horkan - Diabetes
- Dr Laura Lewis – Palliative and End of Life Care

### **Doctors who can administer Cortisone Injections**

- Dr John Henderson – Knees, shoulders, wrists (carpal tunnel), elbows, feet
- Dr Chris Longstaff – Knees, shoulders, wrists (carpal tunnel) Dr Elinor Mathieson - Knees, shoulders, wrists

## LATEST GP NEWS – DR CLAIRE EVANS

We would like to extend a warm welcome to Dr Claire Evans who has recently joined the practice as a Salaried GP. Dr Evans will be working 3 days a week - Wednesday to Friday.

## Leighton Buzzard and Linslade Pharmacies



The NHS now encourages patients to seek advice from a local pharmacy as the best first step for minor health concerns. Pharmacists are trained experts in managing minor illnesses and using medicines safely. They have private consulting rooms and you don't need an appointment.

Your PPG has introduced meetings held at our surgery, with all of the local pharmacists and PPG representatives from the other local surgeries. Our aim is to work together for the best possible service for patients. We hope pharmacies will contribute to future newsletters.

With this in mind our pharmacists ask patients to **ORDER THEIR REPEAT PRESCRIPTIONS 7 DAYS BEFORE THEY NEED THEM**. If one of our pharmacies runs out of a particular item they ask another to dispense it for the patient. However, they all use the same supplier and if there is a shortage at source they need time to find the medication. If you have any suggestions or requests for discussion with pharmacists please let us know at [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com)



## RECYCLING OF USED RESPIRATORY INHALERS

Complete The Cycle is the first national recycling and recovery scheme for respiratory inhalers. It is an easy and convenient way to recycle used inhalers. The aim is to reduce waste and greenhouse gas emissions by not putting inhalers in waste bins where they end up in landfill or being incinerated. The inhalers are collected as part of routine deliveries, so no extra miles travelled, and then taken to be sorted for recycling or recovery. Recovery means using the non-recyclable parts to generate energy.

Locally, **Boots The Chemist** is taking part in this scheme and will accept any used inhalers.



## ACCIDENT & EMERGENCY - Is your journey really necessary?

A&E departments provide a vital service for urgent treatment, critical and life threatening conditions such as heart attacks, strokes, significant injuries or bleeding. However, many attendances at A&E during surgery hours are for minor injury or illness that could be treated in our surgery.

- BRS has 'Book on Day' appointments (ring or book online)
- The wait in our surgery is likely to be shorter than A&E and nearer to where you live
- Each time a patient attends A&E, BRS is charged
- The money saved if you attend your GP instead of A&E can be used to fund and preserve other services

**For minor injuries and illness during surgery hours, visit BRS not A&E**



BritishRedCross

### First Aid app and Baby and Child First Aid app download at [redcross.org.uk/app](http://redcross.org.uk/app)

You can download this **free app** featuring simple, easy-to-learn skills for a range of first aid situations. The information you need is all hosted on the app itself, which means no internet connection is needed, making it fast and easy to access.



### LOCAL SUPPORT GROUP

**The Centre for Health, Healing and Counselling** supports people with life threatening and chronic illness, including cancer, MS and Parkinson's. Meet every Thursday during term time at Sacred Heart Church Hall, 5 Beaudesert. For more information contact Elaine on 01525 838859.



## MESSAGE IN A BOTTLE

Let the emergency services know your medical history

**The Lions Clubs of the UK supply 'Message in a Bottle' to various organisations including Bassett Road Surgery.**

This scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location – **the fridge**.

The bottle is kept in the fridge, where the emergency services will be able to find it in the event of being called to your home. They will know you have a bottle by the two labels displayed on the inside of the front door or on the main entrance to your home and the other is for the door of your fridge.

This scheme is free to the user. Whilst it is focused on the more vulnerable people in our community, anyone can have an accident or fall ill, so this scheme can benefit anyone, including you.

As a minimum it will save the Emergency Services valuable time identifying you and your emergency contacts. By telling whether you have special medication or allergies or not, it is a potential lifesaver and provides peace of mind to users and their friends and families.

## The National Health Service was **70** on the **5th July 2018**

To celebrate this and to thank all the staff at our surgery who do their very best to care for us, the PPG presented a hamper of goodies for the staff to enjoy.



### 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](mailto: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.