

Aspull Surgery Patient Participation Group

Issue 13 - November 2016



Welcome to edition 13 of the Patient Participation Group Newsletter.

The group would like to update you on the latest news happening in the surgery and in our locality within the NHS.

Thank you for reading this issue, we have been struggling to get help to produce it and it has been 12 months since the last issue - we hope you find it an interesting read.

Friends and Family Test

Many thanks to the patients who have completed this questionnaire for us already. NHS England has asked all NHS Services to implement a feedback mechanism for patients. The surgery has a few methods to enable you to feedback: You can complete a card in surgery, you can answer questions on the touch check in screen, you can respond to a text message after your appointment or you can answer questions from the website.

The surgery would like to know what you think whether it is good or bad.

www.aspullsurgery.co.uk

ANTICOAGULATION SERVICE

The practice has recently started a new anticoagulation service from the practice. Dr Foster and staff have been working hard to get the training underway to support the service and now it is up and running it is going very well with a great deal of satisfied patients. If you take warfarin and would like to be monitored at the surgery by your GP- please ring the reception to let them know.

Interested in warfarin home monitoring?

How does it work?

Step 1: You'll test your blood at home.

Step 2: You'll be asked to submit your reading at a pre-agreed time.

Step 3: Your reading will be sent to your nurse.

Step 4: We'll send you your next warfarin dose and date of next test.

What are the benefits?

- It's easy to use
- It gives you more freedom
- It reduces clinic appointments
- It's flexible around your lifestyle

Interested? Ask at your surgery today!

> [Download INR Self-testing leaflet](#)



FLU VACCINATIONS

The surgery has been actively giving flu 'jabs' throughout the month of October.

If you have not yet had yours, please contact the surgery and they will be happy to accommodate you.

If you are unsure as to whether or not you can have the flu jab — contact the surgery, they will be happy to help.

PNEUMOCOCCAL VACCINATION

Did you know there is a vaccination to prevent against Pneumonia and other upper respiratory diseases? This is available to anyone aged over 65 and patients at risk. Ask your Practice Nurse for more information.

SHINGLES VACCINATIONS

The shingles vaccine is routinely available to people aged 70 and 78. You can have the shingles vaccination at any time of year, though many people will find it convenient to have it at the same time as their annual flu vaccination.

Ask your Practice Nurse for more information.



Bowel Cancer Screening.

Bowel cancer screening can save lives. If bowel cancer is found early, it is easier to treat. Screening may also pick up non-cancerous growths (polyps), which could become cancerous in the future.

Bowel cancer is treatable and curable, especially if it's diagnosed early. Nearly everyone diagnosed at the earliest stage will survive bowel cancer. Taking part in bowel cancer screening is the best way to get diagnosed early.

To see just how easy it is, click on the below YouTube logo...



PPG Members

Update.

Numbers are depleting, therefore we do need to recruit new members. Please contact PPG Chairman Graham Lowton if you know of anyone who may be interested on 01257 423456



GP Survey Results.

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The results show how patients feel about their GP practice. The latest results were published on **7 July 2016**. and can be viewed on the following web pages;

<https://gp-patient.co.uk/practices/P92015?term=Aspull+Surgery>

A note from our PPG Chairman Graham Lowton regarding these results...

“Overall Aspull Surgery compares favourably with National and other local GP practices with only slight variations of a couple of percentage points on individual topics. In general a positive outcome for Aspull patients.”

Proposed New Build for Aspull Surgery.

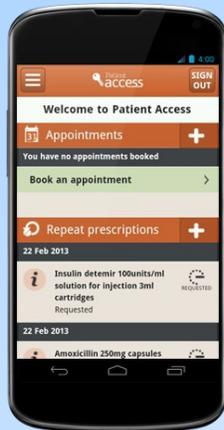
The surgery submitted a bid to NHS England for a new premises at the end of June 2016. The bid was submitted in conjunction with Wigan Borough CCG which is part of their 5 year forward view.

An overview of the proposed building is to make the premises bigger to provide more clinical services with better access and car parking facilities, it will include some community services and host a pharmacy.

There hasn't been any recent information regarding progress of the bid to date however, when we know anything we will publish the news as soon as possible.

Online Access.

We now have numerous apps to help with access to online services such as; ordering prescriptions online and booking appointments. This is following on from patient feedback that it can be difficult accessing their information. If you would like details on how to access your information online, ask one of the receptionists—they will be happy to help.



Mobile Numbers Needed

More patient mobile numbers are needed. This is to support our text messaging service which has been received well by the patients already using this service and to also aid with validating records.

If you still need to provide a mobile number, speak to a receptionist—they will be happy to help!

IMMEDIATE ACCESS TO YOUR GP PRACTICE NO QUEUEING AT RECEPTION OR ON THE TELEPHONE ANYWHERE - ANY TIME - AT YOUR CONVENIENCE VISIT YOUR GP PRACTICE AND SIGN UP NOW

Would you like to improve access to your GP Practice and take greater control of your own health and wellbeing or that of someone you care for?

Using **Patient Access Online** gives you the ability to book and/or cancel appointments, order repeat prescriptions and view **some** of your patient record held at your GP practice **24 hours per day, 7 days per week and 52 weeks of the year.**

Do you or someone you care for have a condition that requires regular medication?

YES - then you can also take advantage of the Electronic Prescription Service.

Reduce the number of times you need to contact your GP practice even more by nominating a Pharmacy of your choice to where your repeat prescriptions will be sent electronically by your GP. This can be a pharmacy near to where you live, work or shop.

Don't want to be held in a queue when you ring your practice to book/cancel an appointment?

Don't want to go to your GP practice every time to collect your repeat prescription.

No – Then contact your GP Practice who will explain how you can use these free of charge services or visit the website links as below:

Patient Online

<https://www.england.nhs.uk/ourwork/pe/patient-online/about-the-prog/po-public/>

Electronic Prescription Service

<http://systems.hscic.gov.uk/eps/patients>

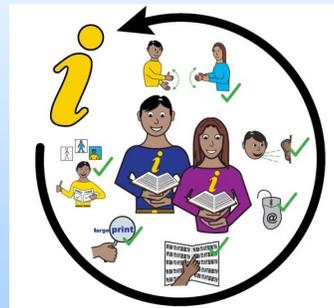
Alternatively if you already know how to use the internet, you can take a short course on how to start using GP services online at:
<http://www.learnmyway.com/what-next/health>

Accessible Information Standards

The accessible information standards aim to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support so they can communicate effectively with health and social care services.

NHS Organisations must take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it.

If you need information in a different format or if you know anyone who is in need of this please let the surgery know!



Military Veterans

A veteran is anyone who has served for at least one day in the armed forces, whether regular or reserve. There are around 2.8 million veterans in the UK.

It is highly important for continuing healthcare that veterans register with an NHS GP and remember to tell the GP practice they have served. Telling the GP practice about their veteran status will trigger the transfer of full medical documentation from the Ministry of Defence (MoD) to the GP and enable the veteran to benefit from veteran-specific services, like prosthetics and mental health.

For more information, click the below image...



National Health Checks

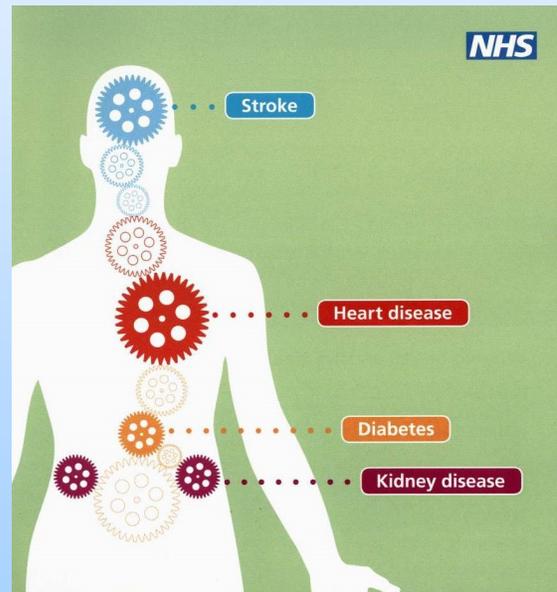
What is an NHS Health Check?

The NHS Health Check is a health check up for adults in England aged 40-75. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

In its first five years, the NHS Health Check is estimated to have prevented 2,500 heart attacks or strokes. This is the result of people receiving treatment after their Health Check.

The latest research suggests that:

- for every 27 people having an NHS Health Check, one person is diagnosed with high blood pressure
- for every 110 people having a Health Check, one person is diagnosed with type 2 diabetes
- for every 265 people having a Health Check, one person is diagnosed with kidney disease



NHS

Stroke

Heart disease

Diabetes

Kidney disease

Free NHS Health Check

Helping you prevent heart disease, stroke, diabetes and kidney disease.

World Antibiotic Awareness Week: 14th–20th November 2016



- ◆ The Primary Care Advisory Group, working with the Greater Manchester Health & Social Care Partnership is requesting support to raise awareness of World Antibiotic Awareness Week.
- ◆ As always, it is promoting a very important message—that is the appropriate use of antibiotics to help reduce antimicrobial resistance.
- ◆ It is widely recognised that antimicrobial resistance is a major threat to public health and patients' safety.
- ◆ Antimicrobial resistance is one of the biggest potential global health threats.
- ◆ Let's get the message out there to patients, public, family and friends—
Take care, not antibiotics!

GMCA GREATER MANCHESTER COMBINED AUTHORITY 
in Greater Manchester

Take care **NOT** antibiotics

Is a cold making you feel unwell?
No amount of antibiotics will help.

The best way to treat most colds, coughs or sore throats is plenty of fluids and rest.

For more advice talk to your pharmacist.



For more information go to
www.antibioticguardian.com

<http://antibioticguardian.com/>