Blackburn Road Medical Practice

Newsletter

Welcome to this edition of our new practice newsletter inspired by the patients who kindly give up some of their time to attend the monthly patient participation groups in practice. The newsletter will aim to keep patients up to date with what is happening in and around the surgery, provide useful contact numbers and also include a little fun with quizzes and other similar content.

Patient Participation Group

The practices Patient Participation Group currently meets around once a month within the surgery on a Tuesday morning for no longer than 1 hour. The aim is for patients to come together as a group and discuss issues, solutions and new ideas for the surgery. If you think you would like to become a part of the group please ask to speak to Rob in practice or fill in one of the forms available in reception. We would be delighted to welcome new members from all walks of life. Please note though that the group is not a chance to come and discuss your own personal problems or own grievances with the surgery unless of course you think your issue could be affecting other patients too. Minutes from previous meetings are available if you wish to see what the group has been up to and discussing.

Appointments

The practice would like to highlight the number of appointments that patients have failed to attend in just 1 month without reason.

During the month of December 2018 the total number of missed appointments came to:

**91**

When GP surgeries are pushed to the limit in the current climate every appointment is crucial. These missed appointments could have been given to patients who really needed to see a GP.

If you cannot make an appointment please ring reception to cancel. Even if it is the same day these appointments can be given to patients that desperately need them.

Thank You

Useful Self-Referral Contact Numbers

**Back Pain Drop-In Clinic (Physio)**

01254 282374

**Falls Team at Pendle Community Hospital**

01282 804903

**East Lancs Hospital Switchboard**

01254 263555

**Oxygen Service**

01254 282370

**Podiatry**

01254 282370

**Sexual Health**

01254 736045

**Treatment Room at Acorn Centre**

01254 282500

**Wound Care Team for Housebound Patients**

01282 644075

Acorn Treatment Room can be used for any of the following:

* Wound management and treatment
* Steri-strip, suture or staple removal
* Ear care including wax removal
* Leg Ulcer Management including treatment

Healthy recipes

**Easy Greek Salad**

No cooking required

Serves 4

**Ingredients**

50g/2oz Black Kalamata Olives

3 medium tomatoes diced into cubes

1 cucumber peeled and diced into cubes

1 red pepper, deseeded, diced

½ red onion, sliced finely

100 ml/3 fluid ounces extra virgin olive oil

160g/5oz feta diced

1 small, firm cos lettuce chopped into rough cubes lengthways

1 generous sprig of oregano (or 3 tsp dried oregano)

60ml/3tbsp red wine vinegar

**Method**

* Mix all the ingredients into a bowl
* Place the salmon on the hot pan skin side down
* Bake in oven for 15-20 minutes depending on how firm you like it. Make sure has reached an internal temp of 63deg C
* Serve with New potatoes and veg or you own choice of accompaniments

Did you know you can get a referral for a free exercise scheme at the gym if you meet certain criteria? Ask behind reception for more info!

Two pensioners were playing bingo together. Suddenly one keeps telling the other: “That’s your number; tick it off.”

After three times of doing this his mate gets annoyed. “Check on your own card” he says.

“I have been, but it’s full,” he replies

More on Healthy Eating

Healthy eating /cooking sessions to help maintain a healthier lifestyle. Just ring to find out when and where, and if the timing isn’t convenient, to join a waiting list for a more convenient time/venue.

Local Events

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| --- | --- |
| **Age UK Health and wellbeing programme**  Mondays: Men’s Community Health Group  Saheli Connection Hyndburn 1.30 p.m –3.30 p.m.  Tuesdays:Gentle Exercise for Women  Community Link, Haslingden 11 a.m –12 noon  Wednesdays: Men’s Social Group  Portland Street Community Centre, Accrington  12.30 p.m.-1.30 p.m  Thursdays: Women’s Community Health Group  Saheli Connection, Accrington 1.00 p.m.-3.00 p.m.  All activities open to anyone over 50.  Contact Reaching Communities Support workers on  01282 442526 and 01282 442522 for more info. | **Missed appointments – a gentle reminder.**  If you have an appointment  And find you can’t make it.  Then please let us know  So another can take it.  Don’t be a statistic  Displayed on our wall.  Just ring us and cancel,  It’s better for all.  Sometimes you will make an appointment in advance and then decide you need one earlier and ring up before 8 a.m. to get one the same day.  We understand that this happens and we really don’t mind. All we are asking is that as soon as that happens, please inform someone on reception so that we can cancel your original appointment if you don’t need it. |

Connect

We want to know what you think about local health care ser­vices. Have your expe­ri­ences been good, bad or mixed?

Your views can help us to make sure those ser­vices are of high qual­ity and are the ser­vices you and your fam­ily need to help you to keep well and treat you if you are ill.

The more views we have – the more your voice can influ­ence health services.

Email us: [connect@eastlancsccg.nhs.uk](http://www.eastlancsccg.nhs.uk/2013/12/13/connect/connect@eastlancsccg.nhs.uk)

or con­tact us on Twit­ter @EastLancsCCG

Name this object

Welcome to our latest competition. Below you will see an object photographed from and unusual angle. Simply put your answer on a piece of paper and hand it to reception or email it to [peterjones040@gmail.com](mailto:peterjones040@gmail.com) Prize for the first correct answer drawn.

Blackburn Road Medical Practice Privacy Notice

How we use your medical records:

* This practice handles medical records in-line with laws on data protection and confidentiality.
* We share medical records with those who are involved in providing you with care and treatment.
* In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
* We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
* You have the right to be given a copy of your medical record.
* You have the right to object to your medical records being shared with those who provide you with care.
* You have the right to object to your information being used for medical research and to plan health services.
* You have the right to have any mistakes corrected and to complain to the Information Commissioner’s Office. Please see the practice privacy statement on the website or speak to a member of staff for more information about your rights or to gain a copy of the statement\*.
* For more information ask at reception for a leaflet OR visit our website www.brmpaccrington.co.uk

Welcome to Doctor Imran Khan who has joined the practice as a long term salaried GP and will be working at our surgeries on Tuesdays, Wednesdays and Thursdays.

Question and Answer Session

The latest member of staff to allow me to interview them is Shelley Crook. Shelley is our HCA but will be leaving us in November to start a career as a paramedic. Here is her story.

Our current HCA, Shelley Crook will be leaving us in November to take up her post as a paramedic. For Shelley, it will be the realisation of a lifetime ambition. I’ll let Shelley expand on that later but first let’s go back to where it all started.

Shelley is an Accrington lass but like many babies since the closure of our Maternity Home and later the maternity unit at Accrington Victoria, she was born in Blackburn.

She had a happy childhood, growing up with a brother and two sisters.

She attended Huncoat Primary School and Hollins Secondary School before taking a performing arts course at the Rawtenstall Annex of Accrington and Rossendale College. Shelley said:

“I went to college and did Performing Arts; no idea why.”

I asked Shelley what sort of student she was and she told me:

“A good one at first, but then I became a bit of a follower and didn’t do very well in my GCSEs”

When she was at college, Shelley got a part time job at Express gifts and on leaving college, worked there full time as a job trainer, which she did until she became pregnant at the age of twenty. She married her husband six years ago but they have been together for sixteen. Her daughter is now fourteen years of age.

Some time after her daughter was born, Shelley went back to Express gifts part time for a while but didn’t stay long as childcare proved difficult to manage. Next Shelley got a part time job as a Homecare assistant, which is probably where she realised she wanted to care for people. She explained:

“The Paramedic aspect of things always intrigued me from being a child. But, given how I was at school – I wasn’t a rebel as such…but I wasn’t as focused as I should have been – so when I finished school and went into Express Gifts, it was always at the back of my mind, but it was never going to happen.

“For a start I didn’t know how to go about it, secondly I didn’t think I was clever enough, and thirdly I didn’t have the grades to do it.”

I asked her what changed all that.

“When I went into the homecare side of things, it niggled me that as much as I enjoyed doing this, I wanted to do more. Then a job came up at a local doctor’s surgery for a receptionist in medical admin. I applied and go it.

“After I had been in reception for twelve or thirteen months the health care assistant left and I jokingly said that I could do that job. The nurse told me to apply and I got the job. They trained me up in-house and sent me on a lot of courses and after shadowing the Practice nurses I became an HCA.

“After that I went on more courses until I went from taking bloods and doing blood pressures to doing ECGS, COPD reviews and vaccinations. I was there for ten years.”

Shelley told me that all this had made her hungry for more challenges. Eventually she left the practice and it was around this time that her husband and her best friend suggested that now she had the opportunity, why not check out college courses to see what she could do next. Shelley takes up the story:

“My husband dragged me down to Accrington College where I spoke with a careers advisor. I jokingly said that I want to be a paramedic and he replied ‘why is that funny?’ I told him about the exams I needed to pass and he said they were free and I should do them.”

With the help of the careers advisor, she mad a five year plan. The first year was retaking the GCSEs she needed and on passing those was able to get onto the health access course in the second year. Shelley achieved both of these goals and applied to University. She was accepted at UCLAN and it “rolled from there.” After a year at college she embarked on a two year diploma course to become a paramedic.

In the meantime Shelley received a phone call from Lisa Murray at BRMP telling her that we had no HCA and wondering if she could fill in part time.

“This was only meant to be for a few weeks,” Shelley told me. “I spoke with Rob and told him that University had to be my priority but I would do perhaps, one, two or three days a week when it was possible.”

Shelley is still here and says she loves the job as it is something she is used to and a good way to take her mind off university and all the studies. I put it to her that she has probably been on a few shouts and she explained:

“The university course is half study and half practical. I do six weeks at uni and then perhaps seven or eight weeks on the job. Then back into uni.”

Shelley told me about her first day on the job.

“If I’m honest; my first day on the ambulance on placement, I turned up at Clitheroe Ambulance Station and my mentor asked me if I was alright as I looked as green as my uniform,” she laughed. “I was a nervous wreck because it’s not a job you can try before you buy.”

I put it to Shelley that being a paramedic meant being on the front line and whereas patients at the surgery might stop and chat, the people they are helping are desperate for that help and their lives sometimes literally depend on their response. She said: “I’ve done this job (HCA) for ten years and if ever I had an ECG I wasn’t happy about I had the doctor to back me up. But on the road it is so autonomous. You have got to make that decision.”

I also mentioned that sometimes people don’t make it and asked how they dealt with that.

“You have to be 100% professional. Of course it’s emotional but you have to treat it as a part of the job and remember at the end of the day you have to go home and be with your family and live your own life.

“There is no way you can go home and recount your day with them, but the paramedics are like another family and will support each other.”

I asked Shelley if she was qualified to drive an ambulance yet. She replied:

I’ve just passed my C1 which I needed before I could do anything. I start my induction on November 4th which entails two weeks in house clinical and then a week operational but I won’t be able to drive then. After that I’ll have four weeks intensive blue light driving.”

I mused that being new to the job there might be some amusing incidents to recall. Shelley told me:

“Whilst in my first year of placement, I was still getting used to the equipment etc. The bag which we take into patient houses (BLS bag) is quite heavy and worn like a rucksack. Me being as small as I am, it's nearly the size of me when I wear it.

“It took some getting used to, remembering the size of it on your back when manoeuvring around houses. I once went into a home, bag in the back, and whilst walking past a rather overflowing coat stand, the bag got caught, pulling the coat stand onto me, along with all the coats... I was lost under a huge bag, a mountain of coats and my crew couldn't help for their fits of laughter!! Obviously I was embarrassed, but also highly amused whilst trying to fight my way out.”

I asked Shelley what she does to relax and she told me:

“I love taking my German Shepherd out for a walk. We also have a camper van so when we are all free we go away in that for the weekend.”

When I asked Shelley what were her tastes in music, she said:

“Anything you can sing along to really, like Bon Jovi.”

Shelley also likes reading romantic novels and crime thrillers and her favourite author is Sandi Lynn. When I asked about her TV favourites she said she and her husband were big box set fans and have seen Game of Thrones and Line of Duty. Her favourite film actors are Liam Neeson, Dwayne (The Rock) Johnson and Jason Statham. All good action film stars.

Finally I asked Shelley what advice she would give to anyone seeking a career in any aspect of medicine. Her simple answer was: “Don’t think about it – do it! I wish I had made this move much sooner.”

Shelley has just learned that she will be stationed at Blackburn and though I’m sure we all wish her good luck, we would probably rather not run into her on duty.

She went on to say: “Could I also just say, a little thank you to Rob, Dr Motupalli and all the other staff for making me so welcome. It's an amazing working family here; a great team. There aren’t many what I would call ‘family doctors’ around anymore; this place definitely still has that vibe though.”

I would like to take this opportunity for myself and on behalf all at BRMP to wish her all the best in her new career.

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Primary care consultation launched across East Lancashire

A consultation on a proposed new model to improve access to GP services in East Lancashire has been launched by NHS East Lancashire Clinical Commissioning Group (CCG).

The model which has been developed by local GPs, and after initial feedback from patients, incorporates the vision for same day access, 8am-8pm 7 days a week to a GP wherever you are in East Lancashire.

Over the last 18 months, the CCG has been working alongside patients, carers and wider stakeholders such as doctors and pharmacists to develop a vision for how they would like GP services to develop in future. This vision is for GPs and partner organisations to work together more closely; to provide quality joined up care; with equal access to services wherever you live in East Lancashire.

Dr Phil Huxley, Chair of NHS East Lancashire CCG, said: “We have been listening to patients for over 18 months and this consultation builds on that feedback. We want to improve access to GP services and make it easier for patients. Our proposals therefore, are based on what we have been told. We know that many people want later appointments, to fit in with work, other commitments or if they just find it difficult to get an appointment during working hours. We also know that some people would prefer to see a doctor at the weekend.

“Of all the patients who use NHS services, GPs see 90% of those and this makes the relationship between the GP and their patient very important and extremely valuable to the majority of our patients. Our proposals seek to strengthen that relationship further.

“When we engaged with patients last year, they told us that the first contact with the practice is the most important. Good quality telephone advice can mean that patients don’t always need to see a GP face to face. GPs also tell us that some patients don’t need a GP appointment but could visit their pharmacy or go online for self-care.”

In developing the ideas, local doctors have started to form a plan to improve GP access in the whole of East Lancashire by working more closely together whilst maintaining continuity of care. The plan reflects some of the changes that patients and practices have said they would like to see.

Currently the CCG funds a GP walk-in centre based at Accrington Victoria Community Hospital serving the whole of East Lancashire. This contract is coming to an end and an alternative to this, but still based in Accrington, is being considered. Rather than just operating one centre for the whole of East Lancashire, the CCG proposes to introduce additional ‘Health Hubs’ in Burnley, Pendle, and Rossendale and Saturday morning surgeries in Ribblesdale.

The proposals are that:

Extra appointments are made available in the hubs from later in the afternoon to 8pm Monday to Friday to extend the access that patients have to their general practice. Weekend appointments will be available from two hubs in Accrington and Burnley from 8 am to 8 pm Saturday and Sunday, and Saturday morning in Ribblesdale and Rossendale

* Access to all appointments in the hub can be made by simply ringing your GP surgery
* Dedicated children’s appointments would be available in the hubs due to the demand for late afternoon appointments for children
* Dedicated Care Navigators will be available to advise and help patients decide on the best place for them to access health care based on their need
* The whole system will be integrated which means if one hub is very busy patients can access other hubs. Because the service is run by your local GPs it means the health hubs, unlike other services will have secure and confidential access to patient’s full medical records. This will only be with the patient’s consent and will ensure that the doctor or nurse knows the patient’s full medical history and they receive the right treatment
* Each hub will be located with or near to a pharmacy to ensure that any prescriptions required can be obtained easily and quickly

The hub would be an additional service to the minor injuries unit at Rossendale and Accrington Victoria Community Hospital, the Urgent Care Centre at Burnley, A&E, and the GP out of hours service. These services are not affected by this proposal

The CCG is asking for people to tell them what they think of these proposals and there are a number of ways that this can be done.

The CCG has created an online questionnaire which can be accessed on the CCG’s website at: <http://www.eastlancsccg.nhs.uk/improving-gp-access/>

Paper copies of the questionnaire will also be distributed to every GP practice in East Lancashire so that patients can complete these and post them using the FREEPOST survey address envelopes, or they can be given to the reception staff who will send them to the CCG.

In addition, direct comments are welcome. You can email your comments to: [communications.eastlancsccg@nhs.net](mailto:communications.eastlancsccg@nhs.net). Or you can write to Communications, Walshaw House, Regent Street, Nelson, Lancashire, BB9 8AS. You can also call us on 01282 644627 for more information.

Care Navigation

You may have noticed that we now ask for a brief outline of your problem when you call to make an appointment at the practice. This is because we have developed a new role in the practice - called a care navigator - to help you to see the right health professional first time. We have trained a number of staff to take on this new role. Our care navigators will work with you to fully understand what your needs are and ensure that we help you with your problem efficiently and conveniently. Their goal is to ensure that you get the right care at the right time in the right place with the right outcome.

Through specialist training, our team can now offer more choice on who to see in the practice and help you get to the right health professional fast. Our care navigators never offer clinical advice or triage; this is about offering you the choice to see other more appropriate health professionals, often quicker and without the need to see the GP each time.

For example, we often get calls that can be dealt with by an optician, the pharmacist, or the nurse, that you may not be aware of if you haven’t visited the practice in a while.

By working this way, it helps us to free up time for GPs to care for our patients with complex or serious health conditions and it means that you will find it easier to get a GP appointment when you need one. More importantly though, it means you are seen by the most appropriate health professional that is best placed to deal with your problem each time you visit us. The choice is up to you.

Visit the Real Hyndburn website [www.hyndburn.realtd.co.uk](http://www.hyndburn.realtd.co.uk/) to find out more about the full range of services available locally.

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Prescription Ordering Information

From Monday November 4th, the way you can order prescriptions will change. You will no longer be able to order them by ringing the surgery and all requests will be processed at the Prescription Hub. This will be housed on the main floor of The Accrington Primary Healthcare centre, where you will also receive prescription advice from a clinical pharmacist as required.

The service will be available Monday to Friday from 9 a.m. to 5.30 p.m. and prescriptions can be requested using the methods below:

* My GP app or EMIS online
* By ticking the right-hand side of you prescription list & posting into the prescription box at the hub or at your surgery
* By Royal Mail

Once requested, your prescription will be authorised by your GP and sent electronically to your nominated pharmacy within two working days.

Any patients struggling to order their prescriptions via the methods listed can contact the HUB to discuss alternative options.