



KIRKBURTON PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER – SUMMER 2018

WELCOME

Welcome to the summer edition of your Practice Newsletter. In this edition we bring you news of recent staffing changes, inform you how you can access your medical records on-line, provide tips on staying safe in the sun and give an update on our popular Carers' Coffee Mornings. We have dedicated a page to the work of the PPG, and encourage and welcome more members to join us. The Newsletter can be viewed on our website www.kirkburtonhealthcentre.nhs.uk, or by email upon request.

STAFF UPDATE

Christine Goodliffe, Receptionist/Administrator, has retired after 17 years with our Practice. Practice Nurse Wendy Walter has left, after 8 years with us. We extend our very best wishes for the future, to both Christine and Wendy.

ONLINE ACCESS TO YOUR MEDICAL RECORDS

Are you aware that you can now have online access to your medical records? The benefits of online access includes, access to blood test results, medication, consultations, immunisations, and past medical history. If you already have access to booking your appointments online you can request this when you are logged in. If not, please contact administration on admin.kirkburtonhealthcentre@nhs.net.

PRESCRIPTIONS

The majority of our patients do not collect their prescriptions from the Practice, but from a nominated pharmacy through Electronic Prescription Service (EPS).

If you require regular prescriptions, EPS will save you time by avoiding unnecessary trips to your GP Practice. The EPS makes it possible for your prescriptions to be sent electronically to the pharmacy or dispenser of your choice. This means you will no longer have to collect a paper repeat prescription from your GP Practice – instead you can go straight to the nominated pharmacy to pick up your medicines. Because your pharmacist has already received your electronic prescription, they may be able to prepare your items in advance, so you just have to pick it up with no extra wait. In the future, EPS will become the default option for the prescribing, dispensing and reimbursement of prescriptions in primary care in England.

You don't need a computer to use EPS – you can use it as long as both your GP Practice and the pharmacy offers the service. Kirkburton Health Centre offers this service. You can choose the most convenient pharmacy for you, such as near your home, where you shop, or where you work. This is flexible and can be changed at any time- just let your doctor or pharmacy know. Please ask the practice or pharmacy staff for more details. It only takes a few minutes to set up. **All patients will need a nominated pharmacy by 1st August 2018.**

CARERS' COFFEE MORNING SUCCESS

Our Patient Participation Group (PPG) has hosted two successful Coffee Mornings recently.

On 16th May, Claire Sibbald, Business Planning and Development Manager, and Kelly Chadwick, Project Officer/PA, Local Care Direct and My Health Huddersfield, informed the group about a new **extended access** service which has recently been launched for people who live in the Greater Huddersfield area.

As part of the new service, appointments will be available between 6.30pm and 8.30pm each weekday, with additional slots available at weekends between 10.00am and 2.00pm. Appointments are a mixture of 'pre-bookable' and 'on the day' appointments and can be accessed through a patient's own GP practice, or by calling the free NHS 111 phone line out of normal working hours.

Claire invited the views of our carers on what they would find helpful in an extended access service. Attendees were invited to complete a survey.

Claire said: "We are committed to engaging with carers in order to understand their specific issues and preferences when further developing the extended access service over the coming months."



Feedback from carers who attended the Coffee Morning:

"The speakers were very informative. It's reassuring to learn that there is improved access to GPs seven days a week."

"I have learned such a lot about help and support that is available."

"It's nice to get together with other carers and share our experiences."

On 13th June, as part of Carers' Week, Carer Awareness Officer Helen Dean spoke to the group about the ways carers can be supported to stay healthy and connected, recognising that they are individuals with health and well-being needs of their own.

Our next Carers' Coffee Morning will be held on Wednesday, 26th September when the speaker will be Louise Spencer. Louise works in partnership with award-winning Mental Health Charity Community Links.



STAY SAFE IN THE SUN

Stay safe in the sun this summer, by following these handy tips:

- Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October.
- Make sure you never burn
- Cover up with suitable clothing, a wide brimmed hat and sunglasses
- Use at least factor 15 sunscreen, and plenty of it
- Take particular care if you have fair skin, moles or freckles, red or fair hair or light-coloured eyes
- Take extra care with babies and children

What to do if you're sunburnt

If you or your child has sunburn, you should get out of the sun as soon as possible – head indoors or into a shady area. Common symptoms of sunburn include tenderness, soreness and a warm feeling to the affected area. The skin may start to flake and peel after a few days and will usually fully heal within 7 days.

You can usually treat mild sunburn at home, although there are some circumstances where you should get medical advice. Signs of **severe sunburn** include

- Blistering or swelling of the skin
- Chills
- A high temperature (fever) of 38C (100.4F) or above
- Dizziness, headaches and feeling sick (**symptoms of heat exhaustion**)

When to get medical advice

Contact the Practice, or call NHS 111 if you feel unwell or you're concerned about your sunburn, particularly if you're burnt over a large area or have any signs of severe sunburn, or heat exhaustion listed above.

For more information visit the NHS Choices website: www.nhs.uk/live-well/healthy-body/sunscreen-and-sun-safety/

KIRKBURTON PATIENT PARTICIPATION GROUP (PPG)

Our Patient Participation Group (PPG) is a group of volunteers who works with the practice to represent the views of patients on the services and facilities provided.

During the past two years, the PPG has:

- Acted as a link with the practice and patients with “Time Together”, a survey conducted by the Denby Dale Centre, to learn about the needs of people in our area
- Hosted a number of successful Carers’ Coffee Mornings
- Represented the Practice at a Greater Huddersfield CCG event aimed at recruiting new PPG members
- Helped to improve communications with patients and the public through:
 - Reviewing and making recommendations to improve the Practice website
 - Reviewing and making recommendations to improve information on display in reception and patient waiting areas
 - Producing a quarterly Newsletter to keep patients and the public informed of staffing changes, new developments at the Practice, and self-care information.



The content of our newsletter is also featured in the Burton Bulletin and Shelley Magazine



We want to encourage more patients to join the group. No training is required to become a member.

The most important thing is that you are keen and focused on assisting the Practice with new initiatives and ideas.

For more information about the PPG, please visit the Patient Group page of our website or collect an introductory pack from reception.

The next PPG meeting will be held at 6.00pm on Wednesday 19 September 2018. The meeting is open to patients registered with the Practice.