



New Road Surgery

Patient
Participation
Group

Newsletter
(NRSPPG)

KEEPING YOU INFORMED

IN THIS ISSUE

New Road Surgery PPG News

by Ian Moody

Welcome to the first Newsletter from New Road Surgery Patient Participation Group (NRSPPG). You are receiving this because you have registered as a member of the PPG or have asked to receive information about New Road Surgery. The Newsletter is produced by the PPG Committee (patient volunteers from New Road Surgery) in conjunction with Practice representatives that engage with the PPG. Our current hope is to produce two per year.

Practice News

We hope to keep you up to date on changes at the practice, just in case you do not visit often or look at the practice website.

Appointment System Changes

By now you will have heard in the local press that Bromsgrove Clinical Commissioning Group (CCG) is implementing a new process for booking appointments in order to ensure patients access the appropriate health care professional. Shortly, when you call the practice for an appointment, you will be asked some initial questions created by local Drs to help guide you to the right person. "Healthcare Navigators" have been trained to guide patients to the most appropriate health care professional (pharmacist, nurse,

doctor) by Birmingham City University. This was discussed with the NRSPPG committee who raised some concerns about this same process being used with patients booking appointments at the counter in reception due to privacy issues. The Practice have decided to delay the introduction for onsite appointment requests while they review our concerns.

Flu Day

1150 adult and 90 children attended for 'flu vaccination. Adding shingles and pneumonia attendees. we estimate 2,900 visitors in total.

We have been advised that the surgery appreciated the help of NRSPPG volunteers on the day. Patient attendance was weighted towards attendance in the morning, with it being quieter in the afternoon. So keep the afternoon in mind for later in the year if you want to avoid queues.



Tackling Loneliness

Seminar News – An overview of the last Patient meeting on Tackling Loneliness in Worcestershire and districts.

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Utilising Your Pharmacy

Given the increasing demand on the practice one of our past committee members spent some time meeting Pharmacists to determine how we can better use them and reduce the need to visit the practice unnecessarily.

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Prescriptions

Utilising Your Pharmacy

By Heather Williams

Did you know you can order prescriptions on line for yourself and your family and depending on your pharmacy the prescription can be then collected by the pharmacist from the GP surgery? If you have a preferred pharmacy you may want to check their website to see if you can order your prescriptions online or via a pharmacy app or the GP EMIS Access app. Alternatively you can order your prescriptions online on the practice website simply tell them to which pharmacy you would like the prescription sent. You can also usually telephone the pharmacy store on a dedicated line between 8am -6pm Monday to Friday to set up your repeat prescription. Lloyds for example also has a free delivery service to your house if you order on line, why not check if your pharmacy does the same. The prescription will be delivered whenever it is best for you. In relation to your regular medicine, did you know the Pharmacist can do a yearly review where you can visit the store, and in the privacy of a side room, talk through exactly what your medicines do and how best to take them? The pharmacist can advise on the best way to take medicine to get maximum benefit for your health. After a hospital stay, medicines may have to be adjusted so a further/extra review can be arranged to talk about the changes and any of the side affects you might experience. The Pharmacist is able to alert the relevant GP if you are taking something that might conflict with your usual medication.

Healthy Living Information

Many pharmacies take part in the NHS 'Healthy Living' and have a Healthy Living Board in the store. This board has a regular focus that is changed at set intervals, such as Diabetes, Blood Pressure, and Healthy Eating and Living. Advice can be given on all these topics plus others, like stopping smoking and the Pharmacist can direct you to your nearest venue that can help further.

Dementia

Check what facilities and support your Pharmacy has to offer. At Lloyds for example all staff have undergone Dementia training and wear a badge to identify this fact. Specialist training gives the Pharmacist and staff a sympathetic understanding of the

difficulties a person suffering from dementia is experiencing.

Hearing Loss

If you are having difficulty with your hearing there are independent, external companies that visit some pharmacy stores to conduct hearing tests and can give you advice.

Diabetes

The Pharmacist conducts confidential screening tests. Depending on the result, recommendations are made to help reduce your risk. On some occasions you may be invited back for a further assessment.

Pain Management

There is usually a free pain management service which involves a one-to-one consultation with the Pharmacist. You will be taken through a Pain Control Test, and you will receive immediate recommendations to relieve your pain as well as ongoing support.

Asthma

For asthmatics there is usually a service where the Pharmacist can check that inhalers and treatment are appropriate and that you are using them correctly, in order to get the best results. Your inhaler technique can be checked with a device called an 'In Check Dial' and can advise on any improvements. If there are any problems, the Pharmacist can contact the GP directly for you.

Drug Disposal

Finally, don't forget that the Pharmacy is the place to take all your old, out of date drugs or drugs you no longer need or you have inherited from deceased relatives. They will dispose of them in a safe, environmentally friendly way.

New Prescribing Policy in Worcestershire

There is now a restriction placed on access to certain medicines, treatments, products and food on prescription. See <http://www.redditchandbromsgroveccg.nhs.uk/news/new-prescribing-policies-in-worcestershire/> for details.

AROUND TOWN



Blood Pressure

Although there is an area in the waiting room of our surgery where you can take your own blood pressure, this service is also offered by many Pharmacists (who obtained extra qualification in order to be able to offer this service). If it's found to be on the high side, the pharmacist can give you advice on making some lifestyle changes, such as diet and exercise



Over the Counter Medicines

Advice can be given when buying over the counter medicine as to which would be most beneficial and the Pharmacist is able to check for any interactions with the other medication you might be taking. Medicine boxes can be provided for patients if this is seen as a clinical need



Highly Trained Professionals

Pharmacists have spent four years obtaining a Masters Degree in Pharmacy before they can register with the General Pharmaceutical Council, and to maintain this registration they have to prove they have undertaken regular professional development. With all this training, Pharmacists have a great deal of expertise that the public can call upon.

Tackling Loneliness Seminar

Nationally 1 million older people haven't spoken to anyone for a month, 5 million older people consider the TV as their main form of companionship and over 600,000 older people only leave their house once a week.

Up to 35,000 older people may experience loneliness and 11,500 of those are chronically lonely.

Having weak social connections carries a health risk:

- Equivalent to smoking 15 cigarettes a day
- Equivalent to being an alcoholic
- More harmful than not exercising
- Twice as harmful as obesity

The impact of this is that these people are 1.9 times more likely to visit a GP, 1.6 times more likely to visit A&E and 1.3 times more likely to have an emergency admission.

On Wednesday the 29th of November we held a seminar on Tackling Loneliness which went very well.

The seminar started with a contribution from a local poet, who provided two poems and a short story on loneliness to set the scene.

Sophie Pryce, Project Manager from Age UK, Hereford and Worcester, followed and was very informative, and shared with us the progress made so far with the Reconnections programme. She discussed how we can work together to tackle loneliness in our area, answering questions fully at the end.

Reconnections is a FREE service, funded by the County Council and NHS, for residents of Worcestershire who are over 50. Whether you are looking for time to chat with someone at home, company to get out, or motivation to join in with activities, Reconnections may be the answer.

Their service places volunteers in touch with people referred to the service to start engaging with them. People can self-refer into the service or be referred by family, friends or Drs. They have to be aged 50+ without dementia and not in a residential care home. To start with they are doing a pilot in Upton, Pershore and Redditch, but they plan to roll it out across the county.

Do you know someone who is feeling lonely, or do you think that you, or someone you know, could make a difference by volunteering?

Reconnections would love to hear from you

Please contact them on 0800 195 8040.

We were lucky to have a follow-on talk about the local Befriending scheme run from the Methodist Church Centre in Bromsgrove which was also useful. If you would like more information contact them at the Methodist church.



This was a very popular seminar but, due to the size of the venue, we were limited to around 40 attendees. If you wanted to attend but were unable to get a ticket please accept our apologies. Hopefully this article may provide some of the information you were looking for.

If you would like to see the impact of Loneliness there is a good video from Age UK here:

<https://www.youtube.com/watch?v=5oxPs-RfcYo>

Future Seminars

We are keen to help deliver health and well being advice to the Practice's patients and their carers. To do this we plan to hold at least two seminars per year while demand from members exists. Our next seminar will be at 11am on the 22nd March at the GP Surgery on the subject of "Women's Health." Free admission with a ticket and tickets are available from reception.