***Barnoldswick Medical Centre***

***Newsletter***

***Summer 2019***

W

elcome to this issue of our Practice Newsletter. The newsletter is to provide patients with any news, information or forthcoming events. If you have any suggestions as to what you would like to see in your newsletter please inform a member of staff.

**Care Navigation**

The aim of care navigation is to help you to get the support you need by directing you to the most appropriate service. This improves experience for patients and carers and makes the most efficient use of scarce resources

By asking for additional information when you call, our reception staff can ensure you are booked in with the most appropriate person.

If the reception staff know why you want an appointment they can ensure you see the correct member of staff.

**Need to see a GP or Nurse at evenings or weekends?**

Patients who are registered with us can now access appointments from 6.30pm to 8.00pm on weekdays as well as on Saturday mornings at the following locations

Pendle – Yarnspinners via Reedyford Practice

Burnley – St Peter’s Centre via Burnley Group Practice

Hyndburn – Peel House Medical Centre

Rossendale – Haslingden Health Centre via Dr Mckenzie & Partners

**DNA appointments = prolonged waiting times**

Help us to provide more appointments to those who need them by calling to cancel if you are unable to attend.

**Medicine Matters**

Prescribing of over the counter medicines is changing. Your GP will not generally give you a prescription for over the counter medicines for a range of minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in you local community. Please help the NHS to use resources sensibly.

Why does the NHS need to reduce prescriptions for over the counter medicines?

The NHS has been spending around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket, such as paracetamol. By reducing the amount the NHS spends on over the counter medicines, we can give priority to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.

GPs will also generally no longer prescribe probiotics and some vitamins and minerals. You can get these from eating a healthy, varied and balanced diet, or buy them at your pharmacy or supermarket.

What can you do?

Keep a few useful medicines at home means you can treat common conditions immediately without needing to see a healthcare professional. These could include:

Painkillers to help with pain, discomfort and fever

Indigestion medicines, oral rehydration salts and treatments for constipation and diarrhoea

Treatments for seasonal conditions like colds and hay fever

Sunblock and after sun

Basic first aid items (for example plasters or antiseptic cream)

If you have children, make sure you also have products suitable for them. Speak to your local pharmacy team about what medicines to keep at home and where to store them safely and how to use them.

**Home Blood Pressure Monitors**

If you are loaning a BP machine, please note that these should only be kept for a week and need to be returned promptly as they will be booked out to another patient. We have a limited number to lend and failing to return them promptly can result in another patient having to wait longer.

**Electronic Prescribing**

If you have regular prescriptions then the Electronic Prescribing Service will be able to save you time by sending your prescriptions to your chosen chemist like an email saving you from unnecessary trips to the practice.

**Improved Online Access**

Register for online services! This allows you to book and cancel appointments, order repeat medication, answer questionnaires and view your coded records and medical summary. From July 1st 25% of appointments offered at the surgery will be available to be booked online, this includes, GP’s, Nurse Practitioner’s, Clinical Pharmacists and Health Care Assistance’s

**Bank Holidays**

The surgery will be closed on August Bank Holiday – Monday 26th August 2019

Should you require urgent medical attention outside of practice opening hours please contact NHS 111 who are operational 24 hours.

**Unacceptable Behaviour**

Unfortunately as a Practice we have noticed an increase in the number of incidents lately.

We value and care for our staff. We would ask that they are treated with courtesy and respect.

Any individual not complying with this request will be asked to leave the premises and may be removed from the Practice List.

**Requesting Medication for Holidays**

If you are requesting your medication earlier or needing an extra supply due to holidays please inform the receptionist, so we are able to provide you with the correct prescription.

We ask that if you are travelling earlier than your prescription due date we have at least a few working days’ notice.

**Telephone Consultations**

 Do you need a continuation fit note or need to speak to your GP about medication that has been prescribed? The practice offers telephone consultations with our GPs for routine problems/advice, please ask one of the Receptionists for details

**Cervical Smears**

Uptake for booking and attending appointments for Cervical Smears is at an all-time national low yet there are more than 3,200 women diagnosed with cervical cancer every year in the UK and 900 die annually. All women aged 25 to 49 are invited for a screening test every 3 years and those aged 50-64 are invited every 5 years.

