

# NEWSLETTER

Issue 23

## Farewell to Dr Crowther

Dr Alan Crowther will be leaving the practice at the end of March to work full time as Associate Director of Community Services for East Lancashire Hospitals NHS Trust.

Joining the practice in 1988, Dr Crowther has been a key member of the Pendleside team, with clinical responsibilities for the former branch surgeries, and as the lead GP for diabetes care and management. Over the years, he has developed a keen interest and expertise in management roles, both within and outside of the practice. His contribution in this areas has been greatly valued by the practice, and will be missed.

In March 2011, Dr Crowther reduced his clinical sessions at Pendleside to work in a part-time role as Associate Director of Community Services. With time, this role has expanded, and he leaves Pendleside to be able to devote his considerable expertise full-time to developing and improving community



services for the wider patient population of East Lancashire. All at Pendleside wish Dr Crowther every success in this new stage of his career.

Dr Lucy Astle joined the practice in 2011 to share Dr Crowther's list of patients. In the last 12 months, these patients have been transferred to Dr Astle, in preparation for Dr Crowther's leaving. She is enjoying getting to know his patients, and strives to maintain his high standards of care.

*Dr Alasdair Carter*

## Editorial

It continues to be busy in general practice, as we keep up to date with all the changes within the wider NHS. Sadly, we say goodbye to Dr Crowther, at the end of March, after 25-years of service to the practice. There are some new additions to the team, introduced on page 2, and we also welcome new training GPs and medical students to the practice.

We aim to make our services as accessible as possible, and hope that the expansion of our online access facility will contribute to this. Dr Zak explains how patients can register for the service on page 3. He also discusses the controversial care.data programme, which has received a lot of attention in the press in recent weeks.

Dr Astle describes new services and initiatives being offered by the practice on page 4. To complete this addition of the newsletter, there are handy updates on the surgery timetable and extended hours appointments.

*Dr Lucy Astle*



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# Other changes to the team

## Nursing Team

**Madeleine Verlander** joined the practice in April 2013, bringing with her 12-years experience of working in the Critical Care Unit at the Royal Blackburn Hospital. She currently offers appointments for asthma and cardiovascular reviews, as well as NHS Health Checks, smears, and childhood vaccinations. Outside of work, Maddy is busy with family life. The answer to her most frequently asked question, the origin of her surname, is her husband's dutch ancestry!



**Sarah Hemingway**, who many will know from the blood clinic, joined Pendleside in October as a health care assistant (HCA). Kirsty Downham, our existing HCA is currently on maternity leave, following the birth of her son Oliver. Sarah, is working along side the nurses to provide NHS Health Checks, hypertension (blood pressure) reviews, as well as practical procedures such as blood tests, ECGs, and 24-hour blood pressure monitoring.



**Carole Kay** and **Helen Marginson** are currently studying for a diploma in minor illness. In order to gain practical experience in this area, they are running weekly minor illness surgeries, with the GPs. These are already proving to be very successful and appointments are available on the day via reception. Following completion of the diploma, Carole and Helen, will be offering nurse-led minor illness clinics, which we hope will increase availability and flexibility of appointments for patients.

## Doctors

**Lucy Astle** will be on maternity leave from the beginning of May for 4 months. **Sib Hussain**, who recently completed his GP training with Pendleside, will be covering as a locum. We look forward to welcoming Sib back, who is already experienced with the practice systems, and has met many of Pendleside's patients. We would encourage Dr Astle's patients to see Sib in her absence.



**Shameem Satvilker**, our current GP Registrar is about to sit her GP practical exam, and we wish her the very best of luck with this. She too will then be finishing for maternity leave, before completing her GP training.

**Safia Tehseen** and **Shazia Ashraf** have recently started as second year (ST2) GP trainees. They will be supervised by Drs Raza and Warren respectively.

**Medical Students** are currently in the practice on Wednesdays, with Dr Cronin or Dr McMeekin. Patients will be asked permission if they are happy for medical students to be present in their consultation.

# Access and Availability

## About Emis Patient Access

In cooperation with EMIS, our computer supplier, we are offering a service that gives Pendleside patients internet access to the practice. To get started you will need to register. Please ask the receptionist about details of how to register. Once you have applied for registration you will receive a form containing various details, which you will need to enter on the registration screen when you first visit the website ([www.pendleside.nhs.uk](http://www.pendleside.nhs.uk)).



After registering, you log on with your patient number and a password. You will then be able to view appointments you have already made, cancel them if necessary, and book an appointment with your doctor. Currently you can only make routine doctor's appointments to discuss a single issue. Using Patient Access, you can view, book and cancel appointments, 24 hours a day, wherever you can connect to the internet. Patient Access is not just for booking GP appointments, other online features include:

- Repeat prescription ordering
- Change of address and contact details
- A secure message facility

There is even an app available to download on to your mobile device. All information that is sent to the practice via Patient Access is secure. Your personal details are encrypted and protected using the highest standard internet security, so they cannot be intercepted. Only you and your GP surgery are able to see this information.

*Dr John Zak*

## Surgery Timetable (update)

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Carter	■	■	■	■	■	■	□	□	□	□
Dr Cronin	■	■	■	■	■	■	■	□	□	□
Dr Zak	■	■	■	■	□	□	■	■	■	■
Dr McMeekin	■	■	□	□	■	■	■	■	■	■
Dr Warren	■	□	■	■	■	□	■	□	■	□
Dr Raza	□	□	■	■	□	□	□	■	■	■
Dr Astle	□	□	□	□	■	■	■	■	■	■
Practice Nurses	■	■	■	■	■	■	■	■	■	■
Health Care Assistant	■	□	■	□	□	■	■	□	■	■

Surgery



No Surgery



**Extended Hours** (routine appointments offered outside of normal surgery hours)

Drs Zak, Cronin and Carter: Tuesday Evening (18.30-19.00)

Drs McMeekin and Raza: Thursday Evening (18.30-19.00)

Drs Warren and Astle: Thursday Morning (07.30-08.00)



## Data Sharing

### The Care.data programme



You will have heard a lot in the press recently about “data sharing” and the care.data programme. The timescale for this to become active has changed; it was due to start on the 1<sup>st</sup> April 2014, which has now been put back 6 months.

The care.data project is a new data flow which involve the extraction of identifiable data on every patient for submission to the Health and Social Care Information Centre (HSCI); unless a patient opts out. The government would like to link GP data to other data sources, including social care, and use it for a broad range of purposes. The potential benefits of the care.data extract include helping to plan and monitor effective patient services, especially where patients receive care from several different organisations.

At Pendleside Medical Practice we have kept computerised records for over 30 years, and are very aware of the sensitive nature of this information, and the need to keep it secure, and only available to those staff members who need legitimate access to your records. We already share information with those involved with your immediate care (dispensary, treatment room, midwives etc.), the East Lancashire out of hours service, and A+E at Blackburn, but the patient must give permission for the clinician to access your record.

We accept the potential benefits of sharing information, but as of yet NHS England have not convinced the medical profession that there are appropriate measures in place to safeguard patients’ confidentiality. We also remain concerned that patients may not understand that their clinical information will be extracted in an identifiable format, nor understand how that information will be used in the future.

The safe practice of medicine relies on a bond of trust in the doctor-patient relationship, and the manner of the implementation of care.data has been of concern for the general practice community. Patients are often happy to share their information for the greater good; but not all, and they need to give active consent for this, not as is proposed now with an “opt out” system. If patients feel that they have been misled into identifiable data being shared by their GP then this may have a significant impact on that bond of trust.

Further information can be obtained from the NHS England website [www.england.nhs.uk/ourwork/tsd/care-data](http://www.england.nhs.uk/ourwork/tsd/care-data)

If you wish to ensure that you data is not shared then please register that intention with us at Pendleside Medical Practice. You can contact us via the website, or by telephone, or in person via reception.

Dr John Zak

## New Services

### Risk profiling and Care Management Scheme

Risk profiling is an enhanced service, designed by the NHS Commissioning Board, which aims to identify patients most at risk of emergency hospital admissions. These may, for example, be patients with multiple medical problems, who already receive care from various members of the primary care team and secondary care specialists. The intended benefits for patients are improved quality of care and life, and fewer avoidable emergency admissions to hospital.

The aim this year is to offer this service to approximately 25 patients, identified by the practice as most at risk of emergency hospital admission. We are in the process of writing to these patients and hoping that most will wish to participate. A care manager will be assigned to each patient, who is likely to be their own GP, or a community nurse who knows them well. Central to the process will be regular contact with the patients to identify problems and issues early, so that patients can receive treatment and care in the community, without needing hospital admission. The scheme will also incorporate regular meetings of the primary care team. This will be an extension of our existing monthly clinical meetings with the community nurses to discuss patients with complex medical problems or life-limiting illnesses. These meetings have proved a successful way for all members of the team to be aware of patients and to ensure continuity of care.

We hope to be able to update you on how the scheme is going in future newsletters, hopefully with feedback from the patients involved. If you wish to receive more information about the scheme, or have questions about whether you, or a relative could participate, please contact reception to arrange to speak to your own GP.

*Dr Lucy Astle*

### Dementia Screening

#### Key Dementia Facts:

- One in three people over the age of 65 will end their lives with dementia
- Only 48% of people living with dementia living in the UK ever receive a diagnosis
- Without a diagnosis, people with dementia cannot receive the support, information and treatment that they need to live well with dementia

The practice supports the national campaign to improve rates of dementia diagnosis. As part of this campaign, GPs are offering a short memory test to patients with risk factors for dementia. If the results suggest dementia, an onward referral to the local memory clinic, for further assessment will be discussed. If you are concerned about your own memory, or that of a relative, and wish to discuss this with a GP please book an appointment.

The Alzheimer's Society Website offers a wealth of information on this topic and is an excellent resource. If you are a carer of somebody with dementia, please register this information with the practice. The East Lancashire Carers Website offers free online support for Carers living in East Lancashire.

*Dr Lucy Astle*

### East Lancashire Carers

<http://www.eastlancscarers.moonfruit.com>

0345 688 7113

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Working to improve the lives of Carers and Young Carers

