

# MOUNT VIEW NEWSLETTER

| Produced by The Mount View Patient Participation Group [PPG] |

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## Contact Us

### Address:

The Mount View Practice  
Fleetwood Health and  
Wellbeing Centre  
Dock Street  
Fleetwood  
FY7 6HP

### Telephone:

Tel: 01253 951999  
Fax: 01253 951908

## Opening hours

**Mon, Tues, Wed.**  
8.00am – 9.00pm  
**Thurs, Fri.**  
8.00am – 6.30pm  
**Sat** Closed  
**Sun** Closed

### Extended access to GP services (evening/weekend)

If you:

- find it difficult to attend an appointment during the working day;
- are a busy parent with small children;
- or rely on working carers to take you to appointments;

then this service is here to support you. Contact a receptionist for details.

## Practice Managers

### Practice manager:

Helen Dingle

### Deputy Practice Manager:

Cath Houten

## Patient Participation

**The Mount View Practice welcomes feedback, suggestions and complaints on its services.** These can be passed to staff by face-to-face, telephone, and mail contact and by use of forms available at reception.

The practice also operates a **Patient Participation Group** [PPG]. The group welcomes new members and meets about once every two months. The group:

- Ensures real, open communication between patients and the practice
- Discusses patients' needs during the development of practice systems
- Supports the practice to achieve its health promotion targets
- Reviews and, where appropriate, provides advice and recommendations on the practice patient survey
- Ensures the needs and interests of all patient groups are considered, including those with specific conditions, those with a disability, ethnic minorities and migrant workers.

If you would like to know more then please contact a receptionist or the Deputy Practice Manager, Cath Houten.

## Online facilities

**OK! Not everyone uses the internet!** . . . but for those that do there is a wealth of information available online. Here at **Mount View** we have our own website at <http://www.mountviewpractice.nhs.uk> . This site contains information about the services we offer, when they are available, and details of members of our staff who will provide those services. There is a news feed and information on the PPG and the practice's policies etc. It also provides useful information on many matters of interest and contains links to other useful sites such as the **Patient Access** site <https://patient.emisaccess.co.uk> .



## Practice Charter

### Patient responsibilities

To help us provide a prompt, courteous and efficient service to all, we ask you to:

- Use our appointment and repeat prescription systems appropriately and responsibly
- Supply information requested by staff
- Treat staff with courtesy and respect

### Comments, compliments and complaints

Please do let us know if you have any comments, suggestions or complaints about the service you have received. We operate a practice complaints procedure that meets national criteria and ensures your views are recorded and, where appropriate, acted upon.

If you would like to make a complaint, please contact either Helen Dingle (Practice Manager) or Cath Houten (Deputy Practice Manager) or one of the doctors as soon as possible, or ask for a complaints form at reception.

All other comments, views or suggestions are always welcome and help us to continue providing a high-quality service to all our patients. Please contact any member of staff with any comments you have to make.

### How we use your data

All data you supply to us is kept confidential. Any information about you, your medical issues or treatment is only ever shared with other healthcare professionals on a 'need to know' basis. Information is sometimes shared with NHS management for data audit and planning, and all those who work for the NHS have a duty of confidentiality towards patients.

### Zero tolerance

The practice operates a zero tolerance policy regarding the use of bad language, shouting or violence towards any member of staff or other patients

**Patient Access** lets you use the online services of your local practice. These include arranging appointments, requesting repeat prescriptions, viewing medical records including

- test results,
  - details of health problems,
  - medication,
  - immunisations,
  - allergies,
  - consultations, and
  - miscellaneous other documents
- and the site also allows you to update your personal details.

Signing up for this service is straightforward and the practice has prepared a brief easy to follow guide a copy of which can be collected from reception.

Our own CCG, the **NHS Fylde and Wyre Clinical Commissioning Group** has its own website at <http://www.fyldeandwyreccg.nhs.uk> . This site contains information on service provision in our area.

The NHS operates an extremely informative website named **NHS Choices** at <http://www.nhs.uk/pages/home.aspx> . There is a vast amount of useful information available on this site. You can create an NHS Choices account. With an account you can keep track of pages on the site and save them to a tab, which you can access on every page when you are logged in.

The **Patients Association** has its website at <https://www.patients-association.org.uk> . This is a registered charity whose mission is '**to listen to patients and speak up for change**'. The association produces advice leaflets and a weekly newsletter. It also operates a national helpline providing specialist information, advice and signposting to help often complex world. Staff are not medically or legal advice. For example, you may get a second opinion how to change your is possible that you a complaint, find out what is written in your medical records or find out if others have encountered a specific problem before. The association claims, '*If we can't help you, the likelihood is that we will know someone who can.*' You can call the helpline on [020 8423 8999](tel:02084238999) and you can also email them [helpline@patients-association.com](mailto:helpline@patients-association.com) .



The **NHS Fylde and Wyre Clinical Commissioning Group (CCG)** encourages patients to join their local PPG but also encourages residents to engage directly with them. They do this through their '**In Fylde and Wyre**' involvement programme. Full details of this are available at <http://www.fyldeandwyreccg.nhs.uk/areyouin/> . You can also contact them at **Freephone:** 0800 032 2424.

As part of this programme the CCG operates its own **Influence Membership Scheme**. As an Influence member you act as a health champion in your community. You will be kept up to date with what's going on at the CCG as well as having the chance to share your views on the healthcare provided in Fylde and Wyre.

Influence is open to all Fylde and Wyre residents and individuals registered with a local GP. Patients, carers, the general public and employers of all ages are most welcome.

Influence gives you the opportunity to share your views with the CCG on local healthcare and to get involved in developing services locally. As a member, you can directly influence local health services and ensure that patients and the public are at the centre of what the CCG does. You will receive news updates direct to your email inbox and will be invited to complete questionnaires relating to local healthcare.

Occasionally, they may also ask you to join one of their focus groups so that they can gather detailed feedback about a specific issue or topic. It's quick and easy to sign up to the Influence membership scheme by going to <http://www.fyldeandwyreccg.nhs.uk/influence/>.

Under the Influence membership scheme, the CCG also operates the **Influence Panel** – a group of people who help to make sure that local health services are suitable for the people of Fylde and Wyre. The panel meets monthly to help shape and review projects commissioned by the CCG, it is made up of people who:

- Want to have an input regarding local health services.
- Are able to work as a team to deliver constructive feedback.
- Understand the importance of citizen participation.
- Are able to commit to one training session and two hours each month.



The CCG looks to recruit for this panel once a year and

its recruitment window has now closed. If you're interested in sitting on the panel, keep

and eye on their website page and your Influence updates.

**Healthwatch Lancashire** is the public voice for **health and social care** in Lancashire and exists to make services work for the people who use them. They operate a website at [https://](https://healthwatchlancashire.co.uk)



[healthwatchlancashire.co.uk](https://healthwatchlancashire.co.uk) and are on facebook <https://www.facebook.com/lancshealthwatch/?fref=ts>. They actively seek volunteers to achieve their objectives.

They look for people to give feedback through their website on health and care services. They can also be contacted on **01524 239100** or by email: [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk).

Healthwatch Lancashire is a member of a network of more than 150 independent local Healthwatch organisations in England, with a local Healthwatch in every local authority. The national organisation - Healthwatch England - operates its own website at <http://www.healthwatch.co.uk>.

Healthwatch Lancashire also has a seat on the Lancashire Health and Wellbeing Board\* and is the only statutory body in Lancashire looking solely at people's experiences across health and social care. *\*The Lancashire Health and Wellbeing Board is a forum for key leaders from the health and care system in Lancashire to work together to improve the health and wellbeing of the local population and reduce health inequalities.* More information about their work is available from your local councillor or can be seen at <http://www3.lancashire.gov.uk/corporate/web/?siteid=6715&pageid=40132&e=e>.

Legislation allows local Healthwatch organisations to undertake **'Enter and View'** visits in NHS organisations, GPs, dentists, opticians and community pharmacists. They are also permitted to conduct the visits with bodies or institutions which are contracted by local authorities or the NHS to provide health or care services such as adult social care homes or day-care centres. The organisation also organise **Patient Engagement Days** and **Mystery Shopper** visits along with a programme of **Care Circle** events taking place with community groups across Lancashire. These Care Circle activities allow the Healthwatch Lancashire team to listen to views from

communities and seldom-heard groups which have included older people, carers, those with learning disabilities, those with visual or hearing impairments and young parents. Members of the Healthwatch Lancashire team host regular **Pop Up** events across the county as a chance for members of the public to hear about the work we're doing, share views about areas of health and social care they think we should focus on, meet the team and share any experiences of health and social care in Lancashire. In 2016 Healthwatch Lancashire's volunteers supported ten trusts and independent organisations by taking part in 35 days of **Patient-led Assessments of the Care Environment (PLACE) assessments**. These help hospital organisations understand how well they are meeting the needs of their patients and identify where improvements can be made. PLACE assessments are undertaken annually across all hospitals, hospices and independent treatment centres providing NHS funded care across the UK.

## NHS Structure

For those with computer access there is a video at <https://www.youtube.com/watch?v=DEARD4I3xtE&sns=em> and the NHS provides an easy to follow explanation of the NHS structure. This can be found at <http://www.nhs.uk/NHSEngland/thenhs/about/Pages/nhsstructure.aspx>. An extract of some of that information is shown below.

### The Secretary of State for Health

The Secretary of State has overall responsibility for the work of the Department of Health (DH).

### The Department of Health (DH)

The DH is responsible for strategic leadership and funding for both health and social care in England. The DH is a ministerial department, supported by 23 agencies and public bodies.

### NHS England

NHS England is an independent body, at arm's length to the government. It's main role is to set the priorities and direction of the NHS and to improve health and care outcomes for people in England. NHS England is the commissioner for primary care services such as **GPs**, pharmacists and dentists, including military health services and some specialised services. NHS England manages around £100 billion of the overall NHS budget and ensures that organisations are

spending the allocated funds effectively. Resources are allocated to CCGs.

### Clinical commissioning groups (CCGs)

CCGs replaced primary care trusts (PCTs) on April 1 2013. CCGs are clinically led statutory NHS bodies responsible for the planning and commissioning of healthcare services for their local area. CCG members include GPs and other clinicians, such as nurses and consultants. They are responsible for about 60% of the NHS budget, commission most secondary care services, and play a part in the commissioning of GP services. **The secondary care services commissioned by CCGs are:** planned hospital care; rehabilitative care; urgent and emergency care (including out-of-hours and NHS 111); most community health services; mental health services and learning disability services. CCGs can commission any service provider that meets NHS standards and costs. These can be NHS hospitals, social enterprises, charities or private sector providers. However, they must be assured of the quality of services they commission, taking into account both National Institute for Health and Care Excellence (NICE) guidelines and the Care Quality Commission's (CQC) data about service providers. **Both NHS England and CCGs have a duty to involve their patients, carers and the public in decisions about the services they commission.**

Our own CCG, the **NHS Fylde and Wyre Clinical Commissioning Group** has its own website at <http://www.fyldeandwyreccg.nhs.uk>. This site provides detailed information on health care in our area. The CCG is responsible for planning and buying health services in the area to meet patients' needs. This is known as 'commissioning'.

The CCG is led by family doctors (GPs) and currently serves a population of around 151,400 people across approximately 320 sq km of coast. This includes the towns of Fleetwood, Kirkham, Lytham St Annes, Poulton-le-Fylde, Thornton and a significant number of rural villages. The CCG receives around £230million a year from the Government, and from this it plans and buys hospital and community health services. The CCG must, by law, make sure these services are high quality, and spend your money wisely.