



# Patient Participation Group Newsletter

## Your Practice (Kiddrow Medical Practice)

### Patient Access

We are aware that there have been issues over recent weeks with those patients who use Patient Access – this is an app / website you can use to order medication, book appointments and view your medical record. Please accept our apologies; it has been out of our control, but thank you for continuing to use the app. There are support pages you can access on the Patient Access website which may answer your queries, if you're using the app ensure you have the latest version. Below I've copied some of the queries our clinical system supplier EMIS has shared with us. If you're not already registered, call in at the practice in person with some form of ID to register, it helps us enormously if you use this service.

### Why can't our patients sign in with their email address and password?

The first time a patient signs in to the new version, they MUST use their user ID and password. They can then confirm their email and account details, using the message on the homepage, and use their email to sign in, in future.

### Does each patient need to have an individual email address?

Every patient, when registering as a NEW Patient Access user, requires a unique email address.

In terms of existing patients, they will still be able to sign in with their user ID and password if they wish. They do not have to record an email address and can simply ignore the 'confirm your account details' message. So essentially, existing users should continue using their user ID and password, or get a unique email address which can then be successfully recorded.

### Why has the quantity of medication for a patient been changed?

The new service displays duration, not quantity. It displays the number of days' worth of medication, not for example, the number of tablets. The following information is displayed:

- Medication
- Last issued date

- Duration
- Next issue date
- Dosage

### **Under Medical Record, why are some patients unable to view their repeat medication?**

When a patient first accesses Medical Record > Medications, the default tab is set to Acute. If they select the **Repeat** tab at the top of the screen they will be able to view, and order, repeat medication

### **Why are some patients unable to view their consultations or documents?**

When a patient first accesses Medical Record > Consultations (or Documents), a filter is applied by default to only show the last month of data. The filter can be removed by selecting **x** at the end of the date range. A different filter (date range) can be added by selecting **Show: All records**.

## **Your Locality (Burnley)**

### **Primary Care Networks (PCNs) and Practice Mergers**

Three Primary Care Networks were initially set up across Burnley in September 2017, to match the footprint of the Integrated Neighbourhood Teams (Burnley Central, East and West). Following the merger of Parkside Surgery and Oxford Road on 1<sup>st</sup> April 2018, and the planned merger of St Nicholas Group Practice with Rosehill Surgery and Manchester Road Surgery in early summer 2018, the footprint of the Primary Care Networks across Burnley have been redesigned from three to two. This change took effect from 1<sup>st</sup> April 2018, resulting in two networks, East and West.

The key focus in Burnley East Primary Care Network is a programme of work to look at emotional resilience in children and young people. This is led by Dr Yasara Naheed and Dr Alice Mervin with the support of all practices in the network. There is a strong collaboration between the PCN, primary and secondary schools and the football club and wider partners to work together to develop projects to build emotional resilience in young people.

In Burnley West, the focus is looking at a programme of work to support the elderly population, and identify any gaps in service provision; particularly looking at support for the frail and elderly population on discharge from hospital, and social isolation. The Burnley West PCN is still in its infancy and development stage due to the recent reconfiguration and there is a strong commitment to relationship building across the network.

### **Burnley Health and Wellbeing Partnership**

The Burnley Health and Wellbeing Partnership was established in October 2017, and have met on three occasions. The partnership was established with the aim of creating a new integrated system for the management of health and wellbeing services in Burnley. It is run in partnership with local health and care organisations and supports the delivery of care pathways designed around the needs of the local population. Partners will work closer together to improve long term health outcomes, and deliver a more prosperous, resilient Burnley. To deliver this change, partners need to work collectively to make better use of the available resources across health, local government, businesses and the voluntary sector.

The concept of a 'Smoke Free Burnley' was discussed in detail at the second health and wellbeing partnership meeting which was held in January 2018, as a shared priority area and where an agreed plan can be developed that partners can work together to deliver for the population of Burnley.

During 2018/19 the partnership has agreed to focus on three key priorities;

- Dementia
- Drug and Alcohol Prevention
- Cardio Vascular Disease

### **Care Navigation**

Care Navigation is now live across all practices. Care Navigation offers the patient 'choice not triage' to access the most appropriate service first which isn't always the GP. Care Navigators do not make clinical decisions, if a patient wishes to have an appointment with a GP rather than be navigated to another service then an appointment will be booked as usual.

### **Integrated Neighbourhood Teams (INT)**

The INTs continue to develop in Burnley, with support from a dedicated Community Geriatrician to provide case management.

### **Well North & Burnley Wood 'Community Asset Network' (CAN)**

The Well North team continue to work with, and offer support to, the Burnley Wood community group 'CAN' with a view to increasing community membership, and it is hoped that this model of community asset development could be replicated across the networks. A workshop was held on 10<sup>th</sup> May with the community, facilitated by the Well North team to bring people together, reflect upon achievements so far and consider any lessons learned. The group also looked at the best

ways of working together and with Well North, reviewed the action plan, and identified specific actions for the next month, three and six months.

### **Burnley Patient Participation Network (BPPN)**

The BPPN met on 25<sup>th</sup> April and approved the campaign posters to use in an awareness raising campaign across the locality. The posters will be going out to all practices in Burnley to encourage more patients to get involved in their practice PPG. Simon Royal, Burnley Wood Medical Centre Practice Manager attended to answer any practice specific queries and was well received by the group. In addition, John Verity from Age UK attended to talk about digital inclusion and how the patient network can utilise dedicated support to promote the use of digital technology. A member of the Cancer team will be attending in July to talk services and to seek feedback from the network on what they think is needed.

## **Your CCG (East Lancashire)**

### **Cancer G.P. and 25 year old patient encourage young women to have a smear**

Dr Neil Smith, local GP and Cancer Lead for Blackburn with Darwen and East Lancashire Clinical Commissioning Groups is promoting a campaign called “25 its time” to encourage 25 year olds to attend their cervical screening.

Women aged 25-30 are less likely to accept an invitation for screening than those in older age groups. Practices across Pennine Lancashire are working together to improve uptake. Each practice has a nominated cancer champion who attended a recent training course on how to support more 25 year olds to have a smear.

Dr Smith said:

“The simple message of our campaign is “25 its time” for your first smear. Over 3000 women are diagnosed with cervical cancer each year. Many people are not aware that it is more common in younger women with half of the cases diagnosed in women under the age of 45.

“Cervical screening is a way of preventing cancer by finding and treating abnormal cells in the cervix. These changes could lead to cancer if left untreated. Cervical screening prevents 75% of cervical cancers from developing.

“Our work has shown that only about 1/3 of 25 year olds invited for their first smear actually attend. The G.P. practices in Pennine Lancashire are working to improve this by contacting young women with cards, text and telephone calls reminding them and booking an appointment for a smear test. We want to make it easier for everyone to take up their smear test invitation.”



The aim of the campaign is to raise awareness of the importance to attend screening and to use the hashtag #25itstime on social media to help promote these messages to young women. It has been organised in partnership with Cancer Research UK and Jo’s Trust.

Victoria Gunston is a 25 year old who supports the campaign and wants to encourage more young women to attend for their first smear. She said:

“I was dreading going for my first smear but it was nowhere near as bad as I thought. It didn’t hurt one bit. I can understand why someone may not want to go but I would certainly recommend having a smear.”

For information and support on cervical cancer, contact Jo’s Trust; a charity dedicated to women affected by cervical cancer and cervical abnormalities. Visit [www.jostrust.org.uk](http://www.jostrust.org.uk) or call 0808 802 8000 or Cancer Research UK <http://www.cancerresearchuk.org/about-cancer/cervical-cancer/getting-diagnosed/screening>

## **GP practices receive funding boost for improved primary care**

GP practices in East Lancashire received a boost, when NHS East Lancashire Clinical Commissioning Group (CCG) published its plan to support primary care in the area.

The plan sets out how the CCG, will support the 54 GP practices in East Lancashire to provide improved GP care and access to services to the 381,000 people who use GP services.

Along with the plan, GP practices have signed up to a quality framework which means that GP practices will receive funding where



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they can show that they have improved the quality of care for people with conditions such as diabetes, dementia, COPD, cancer, cardiovascular disease, and the care of the over 75s.

Read the full news story on the East Lancashire CCG website:

<https://eastlancscg.nhs.uk/news>

## Patients across Pennine Lancashire are benefitting from a more efficient referral system

As a result of the introduction of an electronic referral system, patients across East Lancashire and Blackburn with Darwen are starting to benefit from a more efficient process when their GP refers them for a hospital appointment.

From the 31<sup>st</sup> July 2018 all consultant-led first appointments will be made electronically rather than by other, more traditional methods; for example letter, fax or email. This is a key element in the move to being a paperless NHS.

The move will provide a range of benefits including greater choice of appointment date and time for patients. It is estimated that there will also be a reduction in missed appointments which will reduce waiting times.

## MyCOPD Web Tool

MyCOPD is an online self-management tool to enable patients to manage their COPD (Chronic Obstructive Pulmonary Disease) better. It has useful techniques such as inhaler videos as well as a wide range of other educational material. It specifically includes a video based Pulmonary Rehabilitation course, as well as some advice about how to manage breathlessness and anxiety. The tool is accessible on all devices; PC, laptop, tablet or smartphone.



Several practices across Pennine Lancashire have already signed up to trial this with their patients. If this is something you may be interested in, speak to your clinician or GP practice to find out more or visit <https://www.mymhealth.com/mycopd>