

# LEIGH FAMILY PRACTICE

## Patient Participation Group

Summer

2014


**My Health Matters**  **Does Yours?**

Hi Everyone

We are half way through 2014 and I have no doubt that most New Year Resolutions have vanished already. For myself I have made a promise which is to concentrate more on my own Health and Wellbeing. With regards to my diet and exercise, I would like to say that my body is a temple when in actual fact it's just the shape of one but this year I hope to change all that. Kindly, "Watch this space".

I do hope that the remaining months of 2014 are kind to you and that like me you will be encouraged to make those life changing decisions and look after yourself.

**Take care, Malcolm, PPG Chair**

Please REMEMBER  to put your appointment date and time in your diary.

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### DID YOU KNOW?

**That your Doctor can refer you for .....**

A Low Circuit Fitness Programme over 12 weeks at **Wigan Road Surgery**. The staff have tried it out and thoroughly enjoyed their gentle work out that finished with relaxation.

**Please ask for more information.**

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### What's going on?

#### A Warm Welcome to Fi Cooke

My Name is Fi Cooke and I have been a Registered Nurse for over 30 years and I have enjoyed working in General Practice for over 12 years. I have studied in London, Canada and more recently at Sheffield University where I undertook a Masters in First Contact Care in 2004.

I am an Advanced Nurse Practitioner which enables me to see Patients presenting with a range of illnesses and injuries. This involves looking at the history of the problem, performing a physical examination, initiating blood tests or other tests that may be indicated, making a diagnosis and offering treatment options, including the prescribing of medications if indicated.

In addition, we would like to welcome Linsay Blackmore to the Nursing Team at Leigh Family Practice.

#### A Patient says .....

"The **Nurse Led Minor Illness Clinics** have proved to be very popular because no one wants to wait days for appointments for things such as earache, eye infections, chest infections or other sudden minor problems'.

### Appointment Availability

The Advanced Nurse Practitioner may be able to help you. Fe says..... "I am not a replacement for a GP or Doctor but I am **AVAILABLE** so that it is easier for **PATIENTS TO ACCESS** alternative advice and treatment as quickly as possible for many presenting problems in Primary Care."

If you are uncertain as to whether or not Fi can help you, please ask our Receptionists. Alternatively, you may ask to speak to me on the telephone.

Tel No 01942 48 1830

The Minor Illness Service was set up in 2010 to provide access to prompt treatment and leaflets explaining the service are available at the Reception desks at each of our sites. It is very important to let the receptionist know that you are requesting a 'minor illness appointment' otherwise delays may occur in getting an appointment."

## A Patient Story ~ Volunteering

My name is Helen Haury and I am a patient at this Practice, a member of the PPG and also a registered Carer.

I became interested in assisting in helping patients who wish to quit smoking, after attending a Carers' Coffee Morning at the Practice where staff from the NHS Smoking Cessation Team gave a talk about their quest to help people quit smoking and also to inform how our Doctors are committed in assisting the NHS to help people to stop. So committed is the Surgery that they now have two Level 2 Smoking Advisors: one Nurse in the Practice and myself, a volunteer.

My role is in offering a personal contact with the patient by one to one meetings or by telephone contact (after being seen by their GP and being prescribed quit smoking medication). This contact with the patient is to offer support. It's not enough just taking the medication to quit smoking, it's also learning to change behavioural patterns which can cause the 'need' for a cigarette. I offer help / assistance and ideas to find the way forward in making their journey to quit smoking easier!

I have recently completed the Royal Society of Public Health Training Accredited Level 2 Award in Understanding Health Improvement, which covers various lifestyle behaviours, such as healthy eating, oral health, smoking and alcohol. The knowledge gained underpins all I have learned on the stop smoking training, giving me further insights to healthy living, thus enabling me to support others in learning to change to a healthier lifestyle also.

**VOLUNTEERING** is a good way to use the skills that you have gained over a lifetime and also it's an opportunity to give something back to local Community.

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*Hilary and colleagues take Afternoon Tea in Style*

We were sorry to hear that Hilary Harrison, Receptionist at Wigan Road Surgery over the last 7 years was retiring but we celebrated in style at a local tea shop with lots of delicious cakes, scones and sandwiches. We wish Hilary the best in the future.

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*Hello, I'm Eileen Crompton*

*I have been a member of the Patient Participation Group (PPG) for about 7 years. I also do a Voluntary Morning at Leigh Infirmary.*

*Our wish is to support the Practice and for it to be one of the best so if you would like to join us and hopefully bring some new ideas and solutions we would love to meet you.*

**What a wonderful life!**

Born 1928 School 1932 to 1942 Self Employed Married 1948 1 son born 1949  
Retired 1985 Lost my wife 2009 Enjoy my 2 Grandsons and my 1 Great Granddaughter.  
Joined the PPG in 2011 and have enjoyed the Meetings with some very nice people.

**Please join our Group.**

As a member of the Leigh Family Practice PPG for over 2 years and resident in the Leigh Area for 86 years, it's great that a group of locals can get together every one or two months with the staff of the Surgery to try and improve Patient Care. Progress is continuing and it would be very nice to welcome additional members to the meetings.

**Could it be you?**

# Reducing DNAs

PATIENTS WHO DO NOT ATTEND

## Increasing Appointments

WHAT WE ARE DOING .....

We send out text messages and letters for recall and doing this has helped.

In March 2014, the number of patients who did not attend their appointments was 299, in April it was 225 and in May it was 200.

**Fantastic news but the numbers are still too high.**

So that there are enough appointments for the Patients who really need them do you **ALWAYS CANCEL YOUR** appointment if you no longer need it or can't attend?

A Healthy Puzzle devised by a Patient

Y	R	E	C	O	R	M	G	L	O	O	T	B	A	T	S
F	F	R	O	T	C	O	D	I	N	S	A	M	P	L	E
E	E	D	I	N	P	T	O	B	I	V	L	K	P	U	N
G	F	C	O	E	S	R	U	N	U	E	R	M	O	P	I
R	C	U	E	I	S	D	O	O	L	B	A	E	I	S	C
U	M	N	O	T	I	I	L	F	A	W	A	N	N	D	I
S	U	R	G	A	T	B	D	O	L	M	E	D	T	R	D
E	C	V	I	P	R	E	C	O	R	D	S	N	M	U	E
K	P	K	E	G	E	P	A	T	I	S	U	R	E	B	M
H	U	C	H	E	C	K	U	P	L	S	U	E	N	P	O
C	E	P	R	E	O	S	I	T	N	O	U	V	T	W	O
R	P	R	I	S	T	M	B	L	O	O	S	M	E	D	S

Find all these words on the grid except for one! Reading forwards, backwards, horizontally or vertically.

Doctor Nurse Prescription Medicine Appointment  
Patient Surgery Receptionist Records Blood  
Sample Check up

Patients are encouraged to send in health puzzles for future Newsletters to Malcolm (PPG Chair at [mdcarney@virginmedia.com](mailto:mdcarney@virginmedia.com)) or Reception.

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WE ENCOURAGE PATIENTS TO MAKE GP APPOINTMENTS & ORDER THEIR PRESCRIPTIONS ONLINE.

It is safe, easy and simple to book your appointments and order your prescriptions online.

To access online booking and repeat medication requests with the new system simply click on the link below:



<https://systmonline.tpp-uk.com>

Please follow our instructions below.

**Firstly –**

If you are a new user you will need to contact the surgery and ask for login details (a user name and password).

You can either do this in person at the Reception Desk, or by sending a request in writing. If you enclose a stamped envelope, we will post the log-in details to you.

**Secondly –**

You need to go on-line, key in [www.leighfamilypractice.co.uk](http://www.leighfamilypractice.co.uk) and follow the instructions using your user name and password.

If you forget your username or password at anytime - kindly inform Reception and they will give you different ones to use.

**Thirdly –**

By using the On-line Booking Service you may **BENEFIT** by making fewer telephone calls.

Sharon Seaton from Age UK comes to Wigan Road Surgery, every Thursday, 9-12 Noon to see Patients.  
**Drop In ~ Appointments are not necessary.**



**Snippets ...** A Staff Pedometer Challenge is taking place during June 2014. Staff are wearing pedometers and recording the number of steps they take each day. Weekly totals are reported to Active Living.

## What's on Locally

### FREE Contented Dementia Workshops and Films

at Leigh Library. Booking is essential.  
Telephone 01942 404404 or email:  
[leigh.library@wlct.org](mailto:leigh.library@wlct.org) -  
Dementia Friendly Turnpike Centre & WLCT Libraries



### HEART START TRAINING

To find out details about future Heart Start Training contact the Health Improvement Team on 01942 404246 or email [healthchampions@wigan.gov.uk](mailto:healthchampions@wigan.gov.uk)

### WHY NOT BECOME A HEALTH CHAMPION?

Contact Wigan Health Improvement Team on 01942 404 237 or email [healthchampions@wigan.gov.uk](mailto:healthchampions@wigan.gov.uk) for details about future **HEART & CANCER CHAMPION TRAINING.**

Did you know that? .....

THE NEXT PPG MEETING

WILL BE HELD ON 15 JULY 2014 .

**CQC** stands for **Care Quality Commission Group**

**TABA** stands for 13 Practices in Tyldesley, Astley, Boothstown, Atherton & Leigh working together?

**CCG Wigan** stands for Clinical Commissioning Group. Wigan

**Healthwatch** and **NHS England** operate locally and nationally.

**MBCHB** stands for Bachelor of Medicine, Bachelor of Surgery

**BSc** stands for Bachelor of Science **MSc** stands for Master of Science

**MBBS** stands for Bachelor of Medicine, Bachelor of Medicine

**MRCGP** stands for Member of the Royal College of General Practitioners

**DCH** stands for Diploma in Child Health

**DRCOG** stands for Diploma of the Royal College of Obstetricians and Gynaecologists

**DFFP** stands for Diploma of the Faculty of Family Planning

**SRN** stands for State Registered Nurse **RGN** stands for Registered General Nurse

PLEASE FILL IN A FEEDBACK FORM & PLACE IT IN THE FEEDBACK BOX IN RECEPTION. YOUR VIEWS & SUGGESTIONS FOR FUTURE EDITIONS ARE VALUED.  
**Thank you**

### Increasing Appointment Availability

Getting advice from the Pharmacy or going to the Walk-in Centre or self caring when appropriate can save Surgery appointments for the patients who actually need them.

**CHOOSE WELL**

### OOH (Out of Hours)

- **On call Doctor:**  
01942 829911
- **Walk In Centre:**  
01942 483453
- **NHS 111 Service: Call when it is less urgent than 999.**
- **Contact your Pharmacy for advice.**