



Darwen Healthcare

NEWSLETTER

SPRING / SUMMER 2018

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Let's Spring into Summer with a healthier outlook

Despite the recent snow brought by "The Beast from the East" and the winds of "Hurricane Emma" Spring is definitely shining through, with daytime becoming longer. Now is the time to shake off the cobwebs and think about improving your health and well-being by being more active and understanding the benefits of a balanced Diet.

Maria Slater our Assistant Practitioner has teamed up with Re:refresh to promote being active through an "Easy Walk" scheme for both young and old, you can find more info on Page 3. Why not come and join in at a pace to suit you.

Do you provide unpaid care for a relative or friend? Do you know someone who has a learning disability? We have information in this issue and how you can get support through the practice and local organisations, please see inside for more info.

Sadly we once again have the statistics of people failing to attend appointments and what this means to other patients and the cost to the practice, please consider these facts and figures and contact the practice if you cannot attend your appointment.



The Patients Participation Group

The group meets bi-monthly on a Monday evening and consists of patients of the practice who work with the doctors and practice staff to improve the way services are delivered For more info contact: susan.hill13@nhs.net or ask at reception

Chair: Tracy Jones
Vice-chair: Barry Ashbolt

Your
PPG
Needs



We would be especially pleased to welcome new members representing young parents and minority social groups

FRIENDS AND FAMILY FEEDBACK

Patients regularly provide feedback on our service and this allows us to see how we are doing and also allows an opportunity to improve an area if needed. Please provide feedback via our website at www.darwenhealthcare.co.uk or via our generic email account darwen.healthcare@nhs.net

A Day in the life of **Maria Slater Assistant Practitioner**

I recent completed the Assistant Practitioner a 2 year Foundation Degree which assesses my knowledge in:

- **Anatomy and physiology**
- **All Body Systems**
- **Health and social care amongst adults and children and their safe-guarding.**
- **Enabling Mentorship for HCAs**
- **Managing Long term illnesses**
- **Developing and building on current knowledge within a healthcare environment**

After becoming an Assistant Practitioner my role changed and I used my expanded knowledge of body systems to enable me to better understand and review patients with Diabetes, respiratory problems, cardiac problems and renal problems (to name a few) with more clarity and offer a more confident comprehensive consultation.

I have mentored 3 HCA's to date with the support of the nursing team and continue to do so, just as the Practice Nurses remain my mentors.

I am extremely lucky to have had the platform to develop my career within Darwen Healthcare from a receptionist to Healthcare Assistant and now Assistant Practitioner, and strive to continue to up skill learn and improve my abilities.

I enjoy the caring nature this role brings to my life and do feel my job doesn't and should not just stop at reviewing and following guidance templates.

I am invested in making a difference to lives and want to help prevent illness occurring and improve well being, this role

has helped me develop the confidence to do this in my own personal time.

I have joined forces with the BwD "Re:Fresh" team and helped promote an easy paced walking group: My vision is to help all families and individuals, not just those who are patients of Darwen Healthcare, but in our town. Those who may feel isolated and lonely, become recently bereaved or just lack self-confidence. Help those who want to get fit but may not know how or are "scared of the gym". To help with Nutritional information and General well being

I have spoken with local child minders and they too are extremely interested in joining this Easy Walking group and to date we have had 2 child minding services use the group. Young and old walking together feeding ducks and taking in nature.

It's a Positive easy paced walk which I want to develop to help build a community and get people fit more active.

**PLEASE COME AND JOIN
ME AND THE WALKING
GROUP – CONTACT 01254
226711 AND SPEAK TO
GILLIAN TURNER FOR
MORE DETAILS**

Welcome to **Nicola Broxup Advanced Nurse Practitioner**

I have been a qualified nurse (RGN) for 17 years and have completed a Nursing Degree, Specialist Practitioner Degree in Community Nursing, Postgraduate Certificate in Practice Teaching and Extended Nurse Prescribing.

I have spent most of my career working within the District Nursing Setting as a Community Staff Nurse, Team Sister, Team Leader and more recently as a Matron. I am very passionate about nursing, mentoring and teaching.

I enjoy working as part of a multi-disciplinary team, networking, sharing knowledge and ideas and providing the best outcomes for patients.

I am married with two daughters Francesca and Betsie and love being a mum it's the best job ever! I am a very caring, approachable and a positive person. I am really looking forward to a new challenge, learning new skills and working in primary care with what sounds like a great practice team.

Julia Mullaney Advanced Nurse Practitioner

Darwen Healthcare QNI fund for Innovation and Leadership – Homeless Health Project

Darwen is home to 'The James Street Project' (JSP) a supported housing scheme for single homeless individuals with low to moderate support needs aged 16-65. The project aim is to reduce inequalities and improve the access to general practice for individuals at JSP who are homeless by seeking out and allowing improved access to general practice services, reducing barriers in registering and those currently registered to engage with us to provide safe effective and appropriate care. We aim to increase uptake of flu, pneumococcal, MMR and meningitis immunisations, reduce smoking rates, and reduce the risk of diabetes and heart disease through targeted education.

A Healthwatch Report was completed in April 2017 which provided information on a number of areas in relation to Blackburn with Darwen's Homeless population. The report evidenced the barriers faced and suggested that reaching vulnerable groups could improve health outcomes for our local population, Evidence shows that 30 - 50% of homeless people have mental health problems, 45% have physical health problems and 60% substance misuse issues, yet homeless people are 40 times more likely not to be registered with a GP. The project aims to improve attitudes and knowledge about health, encourage acceptance of life-style advice and access to medical care with hard to reach groups.



Just imagine seeing this headline in the local newspaper! You would be outraged!

But this is not some government or NHS cuts to funding but the cost of **missed appointments.**

We know that in this modern age people lead very busy lives and can sometimes forget about appointments but missed appointments in general practice cost a great deal of time and money at a time when we are short of both. Between March 2017 and February 2018 there have been:

1103 Missed GP Appointments

Cost to the practice **£40,068** and wasting 171.50 Hours.

453 Missed Practice Nurse Appointments

Cost to the practice **£5436.00** and wasting 155.50 Hours.

342 Missed HCA Appointments

Cost to the practice **£2052.00** and wasting 60.15 Hours.

The Overall Cost to the practice is a staggering **£47,558.00**

You can help us by cancelling your appointment if it is not needed:

Please advise the practice if you are unable to attend either by texting CANCEL if you are set up for appointment reminders and have received a text., email our generic email account darwen.healthcare@nhs.net or contact 01254 226691 Option 2

Online Access to your Health Record



On Line Patient Access to your own Summary Medical Record gives you can:-

- Access services and information 24 hours a day
- Order your repeat prescriptions 24 hours a day
- Book routine appointments without the need to telephone

What do you need to do - Register online at <https://patient.emisaccess.co.uk/>

This will allow your initial registration and let you book your first appointment online. Once registered you will be prompted to bring proof of identity to reception to gain full access to your medical record and repeat prescription ordering.

Prescription Information

If you have been stable on repeat prescriptions for 6 months the prescription team can send a request to your GP asking for the prescriptions to be issued 6 months at a time and send to your preferred pharmacist. This is available to many patients however if your medication requires you to be regularly monitored or the medication has special prescribing actions then this service may not be available to you. If you are interested in this please do not hesitate to contact the Prescription Team.

Urgent Prescription Requests

if you require a prescription to be issued the same day the team will do all they can to process however this may not be possible. Please ensure that you order your prescriptions 48 hours in advance of when they are needed. There is a cut off time for URGENT Prescriptions of 2:30 pm each day as the afternoon clinics start at 3:00 pm.

Darwen Healthcare Nurses Team Short listed for The Men's Award

Darwen Healthcare Nursing Team have been short listed for the Burdett Nursing Awards 2018 – Men's Health

The Men's Health award will be presented to an outstanding team that has developed innovative strategies to address men's poor health outcomes and to improve their access to positive health sustaining



opportunities. Stress, smoking, high levels of alcohol consumption, obesity and physical inactivity are among the leading causes of chronic illness in men. Men are less likely to visit a GP or Pharmacist or to

acknowledge deterioration in health status or illness. They are also twice as likely as women to have inadequate health literacy. In 2016 the Burdett Trust supported initiatives within it's Men's Health grants programme. The programme recognised that nurses are well placed to encourage men to acknowledge the need for health improvement, support them to manage health care challenges and to engage them in self-sustaining preventative health care strategies. This new award will be presented to a team that has developed proactive strategies and forward- thinking interventions, proven to have helped Bridge the men's gap and to lead men to experience great health and wellbeing.

Winner to be announced on Thursday 24th May 2018

Duty of Candour

Openness and honesty when things go wrong



At Darwen Healthcare we believe in being fair and transparent. We aim to get things right for you first time, every time. In the unfortunate event that this doesn't happen we will put it right as soon as possible and talk to you about it. If you have any concerns about your care please speak to a member of staff who will be happy to help you.

This is our duty of candour to you

Focus on **Focus on Learning Disability**

There is often confusion between a Learning Disability (LD) and learning difficulties. A person found to have a disability is unable to remember complex instructions or progress in their learning at a very slow pace and only be capable of reaching a certain level in their education. A person with a learning difficulty is usually someone who is capable of learning but has problems that hinder their progress such as Dyslexia (known as word blindness) Attention Deficit Hyperactivity Disorder (ADHD), be on the Autistic Spectrum (ASD) or a physical disability that makes learning difficult, like sight or hearing problems.



In the past there was a lot of stigma attached to LD that parents and their child/children could easily become isolated in the community, some children even institutionalised in places far away from their home. Following a series of incidents of abuse of patients in institutions that was exposed in a Panorama investigation a report was produced by the Government that led to a major change in how adults with LD are treated. This became known as the Transforming Care Program and every Health & Social Service provision in England became subject to this review. The main focus was not to institutionalise

people with LD and ensure there is support in their community.

One of the main benefits of the change was that all adults with a LD are entitled to an annual health review and a plan of their health needs, should there be any identified, is prepared. These reviews are organised by Tracey our receptionist who is also our LD Champion. I am pleased to say that our practice has an uptake of these reviews of 91% and we consistently aim to achieve a high level of attendance.

It is acknowledged that many adults with LD do not take advantage of screening programs like Breast and Cervical Screening (smear test) which means that on average women with an LD are likely to die younger than other women without an LD. WE strongly recommend taking advantage of this screening and should talk to your GP or Health Care Assistant during your annual review or if you receive a letter asking you to attend.

There is also a Learning Disability Partnership Board in Blackburn with Darwen and all people with LD and their family carers are invited to attend. The HUB across from the Central Library in Blackburn run a group for those with LD looking at living in the community. More information on the Board and the HUB can be found online at

<https://www.carenetwork.org.uk>

<http://www.bwdld.org.uk/>

Or telephone 01254 507255

Are you a Carer for family, Neighbour or Friend?

It is estimated that in the UK there are 6.5 million unpaid adult carers and that 2 out of 5 adults will be a carer at some point in their life, providing care worth around £119 billion per year to social care budgets.

In these figures there are a significant number of young carers, some as young as 5 years old where it impacts upon their social and educational life.

Many people do not see themselves as Carers, but as someone's parent, child, friend or relative, but it is important that all carers needs are identified so that they can be supported and not reach crisis point with their own health.



Darwen Healthcare has two Carers Champions, Tracey Davey, Receptionist and Terry Livesey Health Care Assistant. The practice offers more flexible appointments during the week to enable Carers to see a health professional around their caring role.

The Patients Participation Group has at least 3 members who are identified as carers and ensure that carers needs are at the forefront of service reviews.

It is important that the practice knows if you are a carer so that your health needs are identified to try to keep you in a healthy state to carry on supporting your loved one. Please let reception know if you are a Carer.

The practice has good links with the Blackburn with Darwen Carers Service, a local charity providing support and information to carers of all ages. This could include advice on such things as carers rights, benefit reviews, massage and therapy sessions to relieve stress. They also offer subsidised trips and outings for all carers registered with the service and there is a discount card for businesses in the area who recognise the huge service unpaid carers provide.

They offer support to young carers through a dedicated team who work in conjunction with Child Action Northwest. They also run many support groups focusing on caring for someone with a specific disability such as substance abuse, stroke, learning disability etc. Meeting with others who experience the same challenges offers the opportunity for supporting and befriending each other.

Registration with the service is free and is just a simple interview with one of their carers advisers, but the benefits of registering are immense. Just contact the service on the information below

Telephone 01254 688440

<http://www.bwdcarers.org.uk>

Email: office@bwdcarers.org.uk



Please let Reception know if you are a Carer- Helping Carers to keep well, helps the cared for and the NHS

The benefits of Care Navigation when booking an Appointment

When you ask for an appointment the Care Navigator will ask you questions to identify the best type of clinician to deal with your needs.

There are many benefits to Patients and the practice when Care Navigation is implemented. These include:

- Greater access for patients that need a GP appointment, as other patients are signposted to more appropriate services freeing up appointments through the day.
- Fewer appointments are used ineffectively and more time can be spent with those with long term conditions.
- Improved patient satisfaction and experience as a patient accesses the right person, providing the right care, in the right place, at the right time. This can mean the difference between one appointments not two!
- Improved job satisfaction for frontline staff. Our feedback shows that staff feel they are really making a difference to patients and feel knowledgeable, helpful, and supportive in their role.



Care Navigation is a person-centred approach that uses signposting and information to help primary care patients and their carers move through the health and social care system, as smoothly as possible to ensure that their specific needs are met.

Care Navigators **do not make clinical decisions**. So for example, when a patient presents with symptoms that meet the access criteria for other services or clinicians such as a physiotherapist, pharmacist, optician or a third sector service, the care navigator can confidently offer these choices and enable the patient to go straight to the service which best meets their health and wellbeing needs. This

Jobcentre working with Darwen Healthcare to Improve Lives

Disability Employment Advisers (DEAs) from the Jobcentre, Dawn & Pam have been attending Darwen HC weekly under the banner of 'Patient Adviser Service.'



The Aim of the Service is to promote the positive benefits between health, well-being and work to patients and our customers.

We provide a holistic support to customers helping them to overcome barriers that are preventing them from improving their general health and well-being by referring them to suitable provision and employment related programmes and opportunities.

We will encourage them to set appropriate goals and take positive steps to achieve them.

This service will also act as an introduction to the Jobcentre for customers who may not have engaged with us recently.

We also assist GP's with complex patients by identifying amendments to duties and workplaces etc for completion of Fit Notes.

Referrals can be made on the day or by ringing the BwD Jobcentre for an appointment on **01254 343705** or email **DEA.BLACKBURN@DWP.GSI.GOV.UK**

Facts and Myth busting about ESA and Universal Credit claims when you have a health condition or disability.

If a customer has attended a Work capability Assessment (WCA, sometimes referred to as a medical) Scored 15 points or more and is placed into the Work Related Activity Group, WRAG, or Support group (SG) they do not need to provide further Fit Notes, The same applies to Universal Credit Claimants, although the groups are called Limited Capability For Work (LCW) and Limited Capability for work and work related activity (LCWRA) Customers are required to undertake work related Activity if they are placed into the WRAG or LCW. This does not mean looking for or applying for work (unless you want to), They are required to undertake activities that will help move the claimant forward in their lives, These are small steps to help them build confidence & self esteem, these could be things like, participating on courses delivered by the Women's Centre, Care Network, Positive Minds, support with Drug / Alcohol issues, debt, housing, and includes like Well-being activities, learning to use computers etc.

We rarely impose sanctions on a benefit claimant; One of the reasons for a claim being stopped could be because they have not attended their Work Capability Assessment or failed to provide information that is needed to process the claim.

We have received positive feedback from a number of your patients, plus two grateful patients even bought us a box of chocolates for the advice given



Blackburn with Darwen Treatment Room Services

The Treatment Room at Darwen Health Centre Provides a wide range of services, many of which can be directly accessed by patients

Pre-bookable Appointments

Appointments are available for the following services between 8:40 am and 5:20 pm Monday to Friday (Exc. Bank Holidays)

- **Blood Tests**
- **24 Hour BP monitoring.**
- **ECG'S**
- **Ear Irrigation** (also known as ear syringing)
- **Specialist Ear Care** –only on one day of the week at Darwen, other days available at Barbara castle way.
- **Wound Assessment and Management** – this includes complex wounds, the team in the treatment room can access the Tissue Viability service to provide specialist wound care treatments such as larvae therapy and negative pressure wound therapy when clinically indicated.
- **Leg Ulcer and Vascular Service** – our nurses are trained to undertake Doppler assessments to determine individual vascular status in order to discuss and plan safe leg ulcer treatments with patients.

Call at Reception or Tel 01254 283000 to access these appointments

Non-Serious Injury Service

8.30 am until 5.30 pm, this service continues over lunchtimes (Exc. Bank Holidays). This service has set criteria that enable patients to attend for the following -

- **Minor wounds/lacerations**
- **Bruises**
- **Removal of superficial foreign Bodies i.e. from nose and ears**
- **Soft tissue wrist and finger injuries**
- **Bites and stings**
- **Minor head injuries with no loss of consciousness**
- **Ring removal**

If patients have any other injury or symptoms not listed above, the nurse will support the patient to access appropriate services, this is usually through advice to visit pharmacy, ring the NHS 111 service, or contact their GP.

NEW Drop In Blood Clinic

From the 15th Jan 2018 the treatment room service commenced a drop in blood clinic facility running at both main sites Barbara Castle Way and Darwen Health Centre from 840 am to 1130 am ,Monday to Friday .This is for routine bloods only.

As from the week commencing the 29th January 2018 we also commenced evening drop in blood clinics .They run on a Monday at Barbara Castle Way and on a Friday at Darwen Health Centre. They operate between the hours of 3 pm to 5 pm.

In addition to this commencing the 5th Feb 2018 we commenced Paediatric Blood Test Clinics. These are appointment only and run on Wednesday at Barbara Castle Way and Thursday at Darwen Health Centre. They run between the hours of 3 to 5 pm and are offered to patients 5 to 14 years of age .Guidance re the application of Elma Cream and ensuring the child is hydrated are given by the receptionist at time of booking.

Specialist Dental Services at Darwen Health Centre

The Dental Service has been based within Darwen Health Centre since 2005. Within the dental team there is over 70 years experience, between our receptionist, Dental Nurse, Dental Therapist and Dentist, all of who are extremely friendly and dedicated to providing an excellent service to our patients.



Within the Dental Department we currently provide:

- Special Care Dentistry (SCD) Specialty Service – referral required from a Health professional
- Paediatric Dentistry Specialty Service – referral required from a health Professional
- Outpatient sedation for very anxious patients and patients with phobia– referral required from a health professional
- General anaesthetic services for young children and for others who cannot accept treatment in the usual way – referral required from a health professional
- Home visits for those who are housebound
- Referral to other specialist services such as orthodontic services where appropriate
- Lifestyle advice to our patients

If you would like any further information on accessing these services please feel free to give the Dental team a call on 01254 283560 or visit

<https://www.lancashirecare.nhs.uk/Dental-Services>

Dental Urgent Care

If you need urgent treatment, please contact your usual dental practice, as they may be able to see you or direct you to an urgent dental care service. If you do not have a regular dentist, contact 0300 1234010 Monday to Saturday for advice on local dentists taking on new patients

Focus on **Sepsis**

Sepsis is a potentially life threatening condition with 37,000 deaths attributed to sepsis each year. It is estimated that 11,000 of these deaths were preventable. Sepsis can be triggered by an infection in any part of the body. Usually in an infection, your body is good at keeping an infection in one area. In sepsis, the infection can spread throughout the body via your blood, causing widespread inflammation, damaging tissues and organs, stopping vital oxygen reaching areas in need and can cause a dangerous drop in blood pressure.

Sepsis isn't always easily recognised. Below is information from the NHS Choices website. For the full version please go to <https://www.nhs.uk/conditions/sepsis/>.

Sepsis in children under five:

Go straight to A&E or call 999 if your child has any of these symptoms:

- looks mottled, bluish or pale
- is very lethargic or difficult to wake
- feels abnormally cold to touch
- is breathing very fast
- has a rash that does not fade when you press it
- has a fit or convulsion

If your child has any of these symptoms, is getting worse or is sicker than you'd expect (even if their temperature falls), trust your instincts and seek medical advice urgently from NHS 111.

- If your child has a fever (above 38 degrees in babies under 3 months, 39 degrees in babies 3-6 months old), or a fever with no interest in anything, or a low temperature (below 36 degrees).
- has increased difficulty with breathing such as grunting noises or not able to say more than a few words
- Has not had a wee for 12 hours or not been drinking for more than 8 hours (when awake)
- Bile-stained (green) or black vomit
- A loss of interest, confusion, irritable, stiff neck, crying/whining continuously, bulging soft spot on babies head or no interest in feeding, or has sunken eyes or is floppy.

Sepsis in older children and adults:

Early symptoms of sepsis in older children and adults may include:

- A high temperature (fever) or low body temperature
- chills and shivering
- A fast heartbeat
- fast breathing

Seek medical advice urgently from NHS 111 if you've recently had an infection or injury and you have possible early signs of sepsis.

In some cases, symptoms of more severe sepsis or **septic shock** (when your blood pressure drops to a dangerously low level) develop soon after.

These can include:

- feeling dizzy or faint
- a change in mental state – such as confusion or disorientation
- diarrhoea
- nausea and vomiting
- slurred speech
- severe muscle pain
- severe breathlessness
- less urine production than normal – for example, not urinating for a day
- cold, clammy and pale or mottled skin
- loss of consciousness

Severe sepsis and septic shock are medical emergencies. If you think you or someone in your care has one of these conditions, go straight to A&E or call 999.

The Darwen Healthcare Team

GP'S:

Dr C Dalton Dr P Morris Dr R Sudell
Dr M Ninan Dr M Umer Dr Q Hussain
Dr K Hogarth Dr J Killalea

TRAINEE GP's

Dr June Low
Dr Sabiha Sheikh
Dr Ashwini Mudigal

NURSING TEAM

Advanced Nurse Practitioners: Debbie, Julia & Nicola
Practice Nurses: Katrina & Raesa
Assistant Practitioner: Maria
Healthcare Assistants: Terri & Gulnaz
Nursing Team Administrator: Gillian Turner

NON-CLINICAL TEAM

Practice Manager: Ann Neville
Finance: Craig Robertson
Corporate Governance: Kim Cunningham
Contract Administrator: Nichola Wright
Administrative Coordinator: Susan Hill
Senior Receptionists: Viv & Debbie
Quality & Data: Catherine, Eileen & Philip
Secretarial: June & Katie
Prescriptions: Sarah, Brenda, Alex & Julie