



Darwen Healthcare

# NEWSLETTER

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## SUMMER/AUTUMN 2017

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## Sustainability & Transformation Partnership (STP) & Pennine Lancashire

Many of you will have seen reference to the changes that are taking place locally and the term Pennine Lancashire & STP, but what does it all mean in simple terms.

Basically Health & Social Care has to adapt to support the changes in society that we are seeing with people living longer and the demand for both medical & social care, yet be affordable to be sustainable in the future.

The Government has designated 44 Sustainability Transformation Partnership (STP) areas throughout England to look at ways this can be delivered. Our regional STP is Lancashire & South Cumbria, which in turn is grouped in to Local Delivery Plan (LDP) areas that can work together to deliver the program. We are part of the Pennine Lancashire area which covers NHS Health & Council Social Care across our part of Lancashire (Blackburn with Darwen, Hyndburn, Burnley, Pendle, Ribble Valley & Rossendale).

More information can be found on the Internet at <http://togetherahealthierfuture.org.uk/>

We will try to keep you informed of developments, but suggest visiting the above site regularly or registering to receive updates

## **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](mailto:susan.hill13@nhs.net) or ask at reception

**Chair: Tracy Jones**

**Vice-chair: Barry Ashcroft**

## **Meet the PPG Group Members**

### **Alan Pickup**

Our family moved back to Darwen in 1983 and we registered with Darwen Healthcare that same year. I have a keen interest in family and local history which goes back over 400 years across Lancashire, especially Darwen. The family surname originated from Pickup Bank or Picka Bonk as my grandmother called it. Both her and my great grandmother were housekeepers at Rosins at the turn of the last century, with my great grandfather working in the coal mines at Hoddlesden.

I have had a varied career, serving a craft apprenticeship in Printing & Graphics, before moving in to management at a large joinery manufacturer. I became self-employed in 1989 to take over the family market business in Preston, which is still run by my wife. During this period I was also landlord of the Oddfellows Arms on Holden Fold.

From 1994 to 2013 I was employed by a Social Enterprise, latterly as Manager responsible for all non-medical aspects of the company. We provided services to the NHS, where the emphasis was

on quality, not profit. The company East Lancashire Medical Services delivers Out of Hours Doctor Services, Urgent Care Centres, Specialist Clinic Management plus many other services supporting the NHS covering over 500k patients in what is now known as Penine Lancashire. I retired due to illness following a heart attack and other complications.

I have been a carer since 1973, together with my wife, for our son who has learning disabilities. I was also the main carer for my father in law who had dementia and helped care for my parents and younger brother through terminal cancer, so have empathy for family carers. I have been involved with many charities over the years around disability and I am the Chair of Trustees of Blackburn with Darwen Carers Service which supports unpaid family carers. I represent carers on the Learning Disability Partnership Board and the Lancashire Transforming Care – Confirm and Challenge Group (which is monitoring patients from Calderstones relocating to the community or better suited accommodation). I also attend Healthwatch, which is the public scrutiny of NHS services in Blackburn with Darwen.

My ethos is that the NHS is a partnership and that we as patients have a responsibility to do all we can to support it by making appropriate choices of care e.g. chemists for simple ailments, keeping an essential medicine cabinet, attending appointments that have been arranged etc. I am hoping some of my experience will be useful to the PPG

## **A day in the life of an ANP**

Advanced Nurse Practitioners are Registered Nurses who have done extra training and academic qualifications to be able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients who present with undiagnosed / undifferentiated problems

We have on the day appointments for patient who have acute general illnesses that require treatment i.e. chest infections, tonsillitis, abdominal pain, skin rashes, unwell children, asthma, low mood and gynaecological issues.

We can arrange referrals for scans, x-rays, bloods, consultants, physio referrals. We also review our blood/scan results daily and will action any abnormalities and dictate any referral letters. Both our ANP's also perform smears and can take swabs as needed.

Hospital discharges are dealt with where we would follow up patients either by phone, home visits or practice appointments. We would arrange any follow ups by other agencies e.g. rapid assessment team, district nurses, COPD nurses, social services.

### **Debbie Yates - Advanced Nurse Practitioner**

Debbie has come from a background of practice nursing and has been a ANP for 10 years. She has developed further skills in minor surgery and performs a clinic every Wednesday afternoon. She has recently started to perform contraceptive implant insertions and joint injections. She also specialises in asthma and COPD.

### **Julia Mullaney - Advanced Nurse Practitioner**

Julie has come from a background of specialist community services initially as a District Nurse Team Leader and went on to be the Community Matron for Darwen and Blackburn. She joined the practice 18 months ago and specialises in Palliative Care, Dementia and Frailty.

The practice has ANP appointments Mon-Fri from 8.30- 5.30 with alternate Monday evenings until 8 pm.

### **Lyndsay Adamson - Advanced Nurse Practitioner**

Lyndsay was the Lead Nurse for the Community Anticoagulant Service at Darwen Health Centre for 16 years and since April has been involved with the Urgent on the Day Clinics, Home Visiting and Chronic Disease Reviews. Sadly Lyndsay will have retired by the time of the next Newsletter, but I am sure that many of you who have met Lyndsay over the years will join us in wishing her well for the future

## The Ahead Project

Many of you may have seen the article in the Lancashire Telegraph on the 10<sup>th</sup> June which we are showing below:

MEN in Darwen are being urged to attend for health checks in a new project after hundreds failed to respond to invitations to be assessed.

Darwen Healthcare has acted after only 32 per cent of 458 male patients invited for an appointment in the last year attended.

Darwen Healthcare said the checks are vital, as 17 per cent of the men who did attend were found to have a risk to their health.

The AHEAD project, which stands for Airways, Health, Education And Diabetes, has been launched after nearly £5,000 in funding was won from the Queen's Nursing Institute charity.

Men aged 16 to 65 who have not gone for a health check or may not have attended their annual review if they have a long-term condition will be contacted.



**Anne Pearson, Director of Programmes, Queen's Nursing Institute (right), with Debbie Yates (centre) and Ann Neville Practice Manager (left)**

Advanced nurse practitioner Debbie Yates, who presented a successful pitch for funding in London, said lack of male attendance was a big problem. she said: "Men are much more reluctant to attend.

"They often don't see their health as a priority and often see work commitments as much more important.

"Men also seem more fearful of needles and what might be picked up about their health.

"Our hopes are to increase uptake on NHS health checks and chronic disease reviews, which will hopefully improve men's health outcomes, help to reduce hospital admissions and help to prevent heart disease.

"It will also help signpost men who are struggling with alcohol intake and mental health issues, reducing the stigma around mental health in men."

The project aims to achieve at least 60 per cent attendance for a health check and further increase reviews for men with asthma, diabetes, COPD or cardiovascular disease.

Darwen Healthcare aims to offer some early-evening and early-morning appointments for those who may struggle to get there in normal working hours.

Missed appointments will be followed up by phone calls, texts and emails to encourage attendance.

Visits to housebound male patients will be offered if required.



**Debbie Yates instructing staff & GP's on the Ahead Project and the benefits to male patients**

## **Mobile Breast Screening Unit back at Darwen Health Centre until October.**

If you fall within the 47 -73 Year Old range you may receive an appointment to be screened. If you do receive an appointment please attend and if not convenient contact them to arrange an alternative appointment.

### **WHY IS ATTENDANCE ENCOURAGED?**

Nobody wants to be diagnosed with breast cancer and we all think it won't happen to us but it is a disease which affects 1 in 8 women and what if you were one of the unlucky ones, as I was.

Breast cancer can be cured if diagnosed early, it does not go away by ignoring it - it gets worse.

A mammogram is a way to detect very early cancers even before you can feel a lump.

Early diagnosis of breast cancer has saved my life - please accept your mammogram invitation.

**Dr Penny Morris**



## **A Day in the Life of the Treatment Room Service based at Darwen Health Centre**

The Treatment Room at Darwen Health Centre is led by Team Leader Sister Joy Ashton who is supported by a team of nurses ranging from Staff nurses, Assistant Practitioners and Health Care Assistants. The service at Darwen is mirrored by our other treatment room located in Barbara Way Health Centre, Blackburn. The treatment room service is part of the Community and Wellbeing healthcare offer provided by **Lancashire Care NHS Foundation trust (LCFT)**.

The working day commences at 8:30 am where all staff on duty meet for a ten minute handover meeting with Sister Joy Ashton. At 8:40am our patient appointments commence and continue through until the clinic closing at 6:00pm with the last planned patient appointments booked at 5:20pm.

Morning checks are undertaken of equipment such as the Defib machine, cleaning schedules are completed throughout the day.

The work of the treatment room service is highly skilled and diverse and our healthcare staff of all grades are proud to deliver patient care in this setting. They each have an excellent range of skills to holistically assess

and meet the needs of patients who access the service.

Each day, our team are allocated responsibilities grouped under the clinical areas listed below. We have up to seven clinics running each day usually consisting of:-

- **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. This is a specialist service that we are lucky to provide in Blackburn and Darwen. The nurses who run these clinics have undertaken extra training courses and competencies to enable this intervention to be delivered in a community setting. In many other areas this provided in hospital settings only.
- **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.

All of these interventions are appointment based. Appointments can be made at the treatment room reception desk or by ringing **Tel 01254 283000**

In one day the team will usually offer 135 appointments at Darwen Centre, 160 at Barbara Castle Way and many more in the other clinics run around the locality.

We try to accommodate patients where possible.

In conjunction with these planned interventions we also we provide a Non-Serious Injury Service from 8.30am until 5.30pm, this service continues over lunchtimes. 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 support, this is usually through advice to visit pharmacy, ring the 111 service, or contact GP's.

The team attend regular training, clinical supervision and updates to

ensure quality up to date safe care is provided to patients. The nursing team are passionate about delivering high quality care jointly planned with patients. Communication between the team is constant throughout each shift to ensure everything runs as smoothly as possible. In addition to verbal handovers, the team email each other, and at times use 'Skype' to meet and share information.

The administrative staff based at the Reception Desks at the main sites in Darwen and Blackburn and those based in the call centre offer patients appointments at our five other sites which are at St. George's Surgery, Roman Road Health Centre, Little Harwood Health Centre, Audley Health Centre and Witton surgery.

The overall treatment room service is managed by the Team Coordinator Louise O'Connor who supports the Team Leads and whole staff team at all LCFT treatment room sites in Blackburn with Darwen sites.

At the end of each working day the team ensure cupboards and trolleys are restocked for the next day and everything is in good working order. The working day in the treatment room finishes at 6pm.

## **Blackburn with Darwen's Local Primary Care GP Federation GP Extended Access**

Darwen Healthcare is a member of Blackburn with Darwen's Local Primary Care GP federation. Local Primary Care federation runs a GP extended access service that provides additional appointments at four neighbourhood spoke surgeries being Darwen Healthcare, Family Practice in Barabara Castleway Health Centre, Cornerstone Practice Surgery and Little Harwod. Patients can be booked into one of the four spoke surgeries via the practice receptionists accordingly. Please contact our reception for more information.

### **FLU IMMUNISATION CLINICS**

It's that time of year again when we start to prepare for the Flu Immunisation Season. Our Vaccinations arrive approximately 14 September 17 and we will be holding our popular Saturday Morning Clinics as follows:

SATURDAY	16 SEPTEMBER	9:00 -11:30AM	Morning
SATURDAY	23 SEPTEMBER	9:00 -11:30AM	Morning
TUESDAY	19 SEPTEMBER	5:30 - 7:30PM	Evening
TUESDAY	26 SEPTEMBER	5:30 - 7:30PM	Evening

We will also be holding after school clinics for children who are eligible for the flu immunisation.

We will also have a selection of clinics that will operate during the week and if seeing your GP during this period can also be vaccinated by one of our Healthcare Assistants.

**APPOINTMENTS CAN BE BOOKED FROM WEEK COMMENCING  
9<sup>th</sup> AUGUST 2017 FROM 12:30 -6:30 PM**

## Patients Failing to Attend Appointments

Type of Appointment	APL	MAY	JUN
GP Pre-Bookable Appointments	66	38	50
Urgent On the Day Priority Appointments	32	58	40
Practice Nurse Review Appointments	53	45	28
Health Care Assistant Review Appointments	20	36	49
<b>Total Appointments Lost</b>	<b>171</b>	<b>177</b>	<b>167</b>

### **THAT'S 515 APPOINTMENTS WHERE ANOTHER PATIENT COULD HAVE BEEN SEEN**

Due to the number of missed appointments the practice now has a failed to attend policy in place.

### **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](mailto:darwen.healthcare@nhs.net) or contact 01254 226691 Option 2

### **KEEP THE PRACTICE UP TO DATE**

Please keep the Practice up to date with your Home Address, Email Address, Land line Telephone Number and Mobile Number which will enable the Practice to contact you and send you updates and invites for the services we provide.

## You might notice some changes in what your GP prescribes for you

The Blackburn with Darwen Clinical Commission Group recently consulted with patients about some of the items that are prescribed by practices in the area. The NHS needs use its resources in an efficient way, that is value for the tax payer and it is estimated the local NHS will save £500,000 per year with these changes that can be used for more effective treatment.

As a result of the feedback they have made some changes from the 3rd July 2017 that will restrict the prescribing of certain medications and treatments which are available to buy over the counter for minor ailments and short-term, self limiting conditions. These include:

- Head Lice Treatment
- Painkillers for minor aches and pains
- Moisturisers and Sun Creams
- Antihistamines
- Indigestion remedies for occasional use
- Tonics, Health Supplements & Vitamins

This list is not exhaustive and there are exemptions for long term illness and certain patients like children etc. Please ask at reception for a leaflets explaining the changes and the visit the NHS Choices website [www.nhs.org.uk](http://www.nhs.org.uk) for more information on self-care

## Annual Survey of GP Practices

You may have seen the report in the Lancashire Telegraph where "Darwen Health Centre" was listed as below national average, this was not however our practice.

The table opposite shows how we were rated against both the local and national average by the NHS survey. You will note that in 19 areas our results are greater or the same as the National/Local Averages. That is not to say we are complacent with all our performance and we strive to improve the service we offer across the board.

Were we have been rated as under performing (red) e.g. running over time for the wait for your appointment we have found it is because our GP's have spent longer with patients than the allotted 10 mins. We are looking at ways of extending the length to 15 mins, We have also been had 3 GP's on sickness/maternity leave this year, which affects which GP you may be seen by, rather than your allotted GP.

More info can be found at:

<https://gp-patient.co.uk/PatientExperiences?practicecode=P81051>

# Darwen Healthcare Newsletter Summer / Autumn 2017

Survey Question asked and what patients scored the practice	Darwen Healthcare Score	Local Score	National Score
find it easy to get through to this surgery by phone	76%	75%	75%
find the receptionists at this surgery helpful	93%	86%	87%
usually get to see or speak to their preferred GP	46%	55%	56%
were able to get an appointment to see or speak to someone the last time they tried	92%	84%	84%
say the last appointment they got was convenient	84%	81%	81%
describe their experience of making an appointment as good	81%	75%	73%
usually wait 15 minutes or less after their appointment time to be seen	61%	70%	64%
feel they don't normally have to wait too long to be seen	59%	61%	58%
say the last GP they saw or spoke to was good at giving them enough time	92%	88%	86%
say the last GP they saw or spoke to was good at listening to them	94%	91%	89%
say the last GP they saw or spoke to was good at explaining tests and treatments	88%	87%	86%
say the last GP they saw or spoke to was good at involving them in decisions about their care	87%	83%	82%
say the last GP they saw or spoke to was good at treating them with care and concern	93%	86%	86%
had confidence and trust in the last GP they saw or spoke to	96%	95%	95%
say the last nurse they saw or spoke to was good at giving them enough time	98%	93%	92%
say the last nurse they saw or spoke to was good at listening to them	93%	91%	91%
say the last nurse they saw or spoke to was good at explaining tests and treatments	90%	90%	90%
say the last nurse they saw or spoke to was good at involving them in decisions about their care	87%	86%	85%
say the last nurse they saw or spoke to was good at treating them with care and concern	94%	91%	91%
had confidence and trust in the last nurse they saw or spoke to	97%	98%	97%
are satisfied with the surgery's opening hours	85%	79%	76%
describe their overall experience of this surgery as good	93%	86%	85%
would recommend this surgery to someone new to the area	88%	79%	77%
<b>Average Overall Score</b>	<b>86%</b>	<b>83%</b>	<b>82%</b>

## Introduction to our latest Permanent GP

*Many of you may have had a consultation with Dr Hussain and we are pleased to announce he has agreed to a permanent place with our practice. We asked him to briefly introduce himself.*

Hi, I'm Dr Hussain and I am joining the practice August as a permanent addition having spent the last year as a locum. I will be completing 8 sessions per week Tuesday to Friday and my patient list I snow open.

I have recently moved back to the north west having spent a number of years in York doing my GP training. I have a passion for General Practice and take great pride in serving the community and working towards improving the health of the local population.

Away from work, I have a wife and three young children who keep me very busy and I am an avid Blackburn Rovers fan (unfortunately!).

I look forward to seeing and greeting you all in the future.



Management in Practice invited Practice Managers to apply or be nominated to be in the MIP List 2017 which would name 25 innovative and effective practice managers in the UK

The MIP List winners are featured in the summer issue of their magazine, including a full interview of the practice manager who secured the coveted! Number 1 spot.

We are delighted to advise that the winner has been named as our Practice Manager, Ann Neville