



NEWSLETTER SUMMER 2017

Welcome to our Summer newsletter which covers an updates about the team, placement of defibrillators, prescribing, patient involvement in the organisation of the surgery, a focus on 'Dementia Friendly Ripponden' and our community diary.

AN UPDATE FROM THE TEAM

The NHS continues to feature heavily in the news both nationally and locally. The Brig Royd team continues to aim to provide the highest standards of patient care and we are grateful to our patients for using our services wisely.

The practice is busy at present but coping as we have a full team. We were delighted to welcome Dr Freeda Bhatti in April. Dr Freeda has settled in very well in a seamless move to Brig Royd.

We are sad to announce that Dr Ben Wyatt will be retiring from General Practice on 30th September this year. Dr Wyatt has been at Brig Royd for over 27 years and we will miss him tremendously. As well as his role as GP, Dr Wyatt has been an Emergency Responder in our area for Yorkshire Ambulance Service. Within the practice he has undertaken the lead role for the Care Quality Commission, was Patient Group Lead GP for several years, has provided CPR training for staff, has been the Chairman of the Local Medical Committee in Calderdale and has represented the practice on the LMC thereafter.

We are delighted to have appointed Dr Imran Hussain as GP Partner from 1st October. Dr Hussain currently works in the Bradford area and will bring skills in Musculoskeletal, Rheumatology and prescribing.

We are also delighted that Dr Rebecca Sykes, who is currently with us in the final year of her GP Registrar training, will be joining the practice on completion of her training on 1st September.

To ensure we continue to provide the highest standards of care to our patients and in line with national advice from the British Medical Association, the partners have reviewed the workload for the practice and taken the following decisions, which have been shared and discussed with our Patient Group.

Smoking Cessation – BRS staff will stop providing this service on 30th June. Patients who now wish to quit are being directed to Yorkshire Smokefree, who have placed an Advisor at BRS on a weekly basis (on Thursday mornings).

Minor Surgery – we will cease removing cysts and skin tags for purely cosmetic reasons. All other minor surgery continues to be available with histology testing as a matter of course.

Private letters/medicals – we will review our scale of charges and define more clearly what is not covered.

Patients who do not attend appointments – we will continue to send letters to patients who regularly do not attend for appointments, and remove the facility to pre-book for patients who routinely miss appointments. Patients in this situation will, however, continue to be offered appointments at the end of surgery; there is no refusal to see anyone.

Prescriptions – we aim to reduce the number of weekly prescriptions, moving patients to longer prescription cycles if possible, and for all such prescriptions to be sent electronically.

Online services – we will promote this service even more widely and encourage patients to nominate their pharmacy for Electronic Prescribing while in the practice.

Dressings and management of leg ulcers – we will treat patients at the first two appointments and thereafter refer patients to the Leg Club in Sowerby Bridge and provide a room at BRS for the District Nurses to use so that they can provide the required specialist service.

Travel advice – we will limit appointments to travel clinics only and provide a Patient Information Leaflet which details alternative providers.

Self-care advice – we provide a full range of advice in the Practice Leaflet which is available from www.brigroydsurgery.co.uk and in hard copy from the reception team.

Ear Irrigation/Syringing – we will reduce the number of procedures undertaken as there are risks to patients. All patients who have seen an Audiologist and who require ear wax removal prior to hearing aid fitting should book an appointment with Lee (HCA) or a member of the Practice Nurse team for irrigation. All other patients who feel they need ear irrigation should see their GP first to agree the next steps. All patients who undergo ear irrigation will be asked to sign a "Consent to Treatment" form.

Undertaking work which is the responsibility of secondary care (hospitals)

Blood testing – we will continue to undertake blood taking for secondary care but will not be responsible for interpreting and acting on the results. This will be the responsibility of the Consultant at the hospital requesting the testing.

Fit notes for secondary care – we will not issue fit notes where hospital teams should have done so.

Prescribing for secondary care – we will not prescribe medication which patients should have been provided with on discharge

DEFIBRILLATORS

Thanks to the efforts of the British Heart Foundation and the Rotary Club of Sowerby Bridge a number of strategically-positioned defibrillators are now placed in our local area including outside Simon Blyth Estate Agents in Ripponden Village, at Stones Methodist Church and Barkisland Primary School, as well as the one we have here in the practice.

The June edition of Go Local featured full easy-to-follow instructions written by the Yorkshire Ambulance Service. Please do keep this page handy. Many thanks to Rachel at Go Local for this feature.

PRESCRIBING



The practice team has signed up to be Antibiotic Guardians. Bacterial antibiotic resistance is one of the biggest threats facing us today. Without effective antibiotics many routine treatments will become increasingly dangerous or become impossible. Setting broken bones, joint replacement surgery, some basic operations, organ transplantation and cancer chemotherapy all rely on access to antibiotics that work.

To reduce the growth of bacterial resistance we must minimise the use of antibiotics. We will continue to educate patients who attend with viral respiratory tract infections about self-care and the avoidance of antibiotics when appropriate. This approach has worked well over the years in reducing both prescribing and unnecessary consultations.

PATIENT INVOLVEMENT

We continue to welcome your feedback on the care and service we provide at Brig Royd.

Our Comments and Compliments book is available on the Patient Involvement table in the waiting room and we would be pleased if you take the "Friends and Family Test" – answering the question "Would you recommend our practice to friends and family?" by completing the very brief survey online at www.brigroydsurgery.co.uk or completing the survey in the waiting room where copies of the survey can be found next to the Friends and Family postbox on the Patient Involvement table.

You can also leave comments on the NHS Choices website – www.nhs.uk.

We thank you for the suggestions you have made over the past 12 months. These have been reviewed by our Patient Group and your suggestions and our responses are as follows:

Q. When waiting for appointments near the play area it is difficult to hear who is being called. Would it be possible to have a plasma screen displaying who is being called in this seating area please?

A. Two new patient call screens have been installed – one near the play area and one near the check-in screen.

Q. To convert the number of appointments on the DNA notice into what this represents in nurse or doctor time over the year rather than just hours each month?

A. The monthly DNA notice has been changed to adopt this suggestion and is clearly displayed in the reception area.

Q. I suggest that the GP takes the time to see how often a patient visits to surgery and this will indicate when patients really feel they need medical help rather than me feeling I was a time-waster and leaving without any treatment or advice.

A. All GPs continue to educate patients in the appropriate use of appointments. No further action can be taken relating to this suggestion as it was made anonymously.

Q. Please do not over-prescribe on medication. A month maximum is sufficient. It is a complete waste to prescribe more when medication is then changed or stopped.

A. The practice policy is to issue 2 or 3 month's supply of medication. The clinical system monitors the issue of all medication.

Q. You need more privacy around reception. I was sat waiting for my appointment when a young woman approached the desk. During her conversation with the receptionist we overheard her name, address, date of birth and medication request. Where is the confidentiality?

A. A table had been purchased and positioned as a "barrier" with a sign asking patients to wait until called forward. Receptionists are happier, good feedback has been received from patients, with no further negative comments regarding privacy/confidentiality. Patients have commented that the table is useful for making notes on and using the handwash etc.

Q. Please change your musak – it drives me mad.

A. We have bought some new CDs. The cost of music licences has become prohibitive.

Q. Some bins would be useful.

A. A bin for the waiting room was purchased.

Q. My husband is disabled and I bring him in a wheelchair. There are only two disabled spaces which are usually full. I find it hard to get him into the wheelchair from an ordinary space.

A. We spoke with this patient as she put her name on her suggestion, advising her that we tried hard to police the disabled bays and pointing her in the direction of the spaces at the end of Hirstwood where access for a wheelchair user may be easier.

Patient Group 2017-18 Action Plan

We will:

Assess capacity for the practice, including the building, for the next 3, 5 and 7 years

Our capacity priority since the last meeting has been to secure GPs. Many practices have struggled to recruit but BRS has secured three GPs this year, increasing our capacity for September onwards.

The building will support an additional GP but will require room sharing. There are no capacity issues in the nursing suite of rooms. The current trend of providing more care closer to home can only be achieved through the provision of suitable buildings.

Continue to promote the uptake of screening and immunisation campaigns

This is a key aspect of our health prevention role. We had an excellent flu season and are already planning the next one!

We achieve over 95% of all routine childhood immunisations.

We are welcoming Diabetic Eye Screening on weekly basis, which should increase take up by our patients, and AAA screening will be back later in the year.

Our team continues to encourage patients to take part in national cancer screening programmes and we have a higher percentage take up of bowel cancer, breast screening and cervical screening than our CCG and when compared with national percentages take-up.

Continue to work collaboratively with other local organisations to support patients who are isolated and lonely

We have hosted a new service of Baby Massage for four weeks this year. There has been a quiet uptake but it was a positive start and we hope to continue this later in the year.

We continue to publish a Community Diary of events within our newsletter (see below).

Continue to promote online services including access to Medical Records

The number of patients using our online services – requesting prescriptions and booking appointments - continues to increase.

The services are available 24 hours a day and are very convenient and easy to use. We encourage all patients to register for these services by calling into practice with photo ID; the Receptionist will then provide access to the system for you.

We strongly advise patients NOT to request prescriptions for medication over the telephone unless this is the only means you have to do so.

Dementia Friendly Ripponden

BRS has made three pledges for the Alzheimers Society Dementia Friendly initiative:

- Ensuring patients with a dementia diagnosis have details of their carer on the “home screen” of their patient record
- Signposting patients and carers to suitable services, and
- Improving carers packs to include information from Alzheimer’s Society and other support organisations.

The practice has also supported the Dementia Awareness Day and The Riverside Café which have developed through the Dementia Friendly Ripponden initiative.

A report from the first few weeks follows:

“Ripponden Parish Council has been working towards becoming a Dementia Friendly Community as part of the Calderdale Dementia Action Alliance and has put on several training evenings with the Alzheimer's Society for local businesses, churches and other organisations.

It was this that led St Bartholomew's PCC to develop a café in Church, based on the very successful Memory Lane Café in Sowerby Bridge. Memory Lane Café was set up about eighteen months ago and is very much valued by people with dementia and their carers.

On Wednesday 10th May The Riverside Café opened its doors for the first time. It will be held on the second and fourth Wednesday of every month between 1.30pm and 3.30pm. It costs £2 per person, this includes tea/coffee and cake. There are crafts, activities, games, music and information or people can just sit and chat. The café has a new kitchen, toilets, disabled access, and is in a central village location.

We extend a very warm welcome to people with dementia, their carers, Parkinson's and similar conditions or those who are lonely or recently bereaved.

Members of other churches, the Mothers' Union, the Women's Institute and other volunteers have all offered their support, by baking or volunteering in the café. Brig Royd Surgery have been very helpful and supportive, as has been the Parish Council and Chris and June Harvey from Memory Lane cafe in Sowerby Bridge.

People can just turn up but if more information is required, please contact Kathleen on 01422 823441 or Alma on 01422 823504."



PARKING

This continues to be a hot topic and one which generates much feedback to the practice. We respectfully would like to remind all patients to please park considerately, safely and legally when attending the practice.

We have two designated parking spaces for patients with blue badges – please only use these spaces when you are displaying your blue badge. We have received several grumbles from patients with blue badges regarding the use of the designated spaces by drivers without blue badges. Please be considerate.

Please do not park on either of the “corners” of Hirstwood near where it joins Rochdale Road. Not only is this illegal (you must park more than 10 metres away from a junction), it is also dangerous for other drivers and pedestrians, and it impedes access for emergency vehicles, putting patients’ lives at risk.

There was a nasty incident last year when a child going to school was hit by a car which had been parked on the pavement. We continue to work with the school and parents. The additional traffic generated at 8.45am and 3.30pm creates real risks to the safety of patients and children. The car park on Royd Lane is free of charge.

We await the painting of yellow lines throughout Hirstwood in the next few weeks and thank PSCO George and Ripponden Parish Council for their support in ensuring safe and legal parking.

COMMUNITY DIARY FOR THE NEXT FEW MONTHS

As part of our Action Plan we pull together a “directory” of activities which are available in the Ripponden area. We hope that you will be interested in attending some of these community events.

Friday 4 th or 11 August	Friday Get Together (speaker and afternoon tea) Stones Methodist Church, 2.30pm
Tuesday 15 th August	Ripponden with Rishworth WI Outing – more info available from WI
Sunday 3 rd September	Rushbearing and Duck Race www.stbartschurchripponden.co.uk
Friday 8 th September	Friday Get Together (speaker and afternoon tea) Stones Methodist Church, 2.30
Saturday 16 th September	St Bartholomew’s Church Valuation with Tim Hoggard
Tuesday 19 th September	Ripponden with Rishworth WI Craft Workshop with Viv from Vintage Bobbin, 7.30pm
Saturday 23 rd September	Ripponden Parish Council Michaelmas Show
Friday 13 th October	Luncheon Club at Stones Methodist Church, 12noon for 12.30
Saturday 11 th November	Autumn Fair at Stones Methodist Church, 10am to 1.30pm
Friday 1 st December	Luncheon Club at Stones Methodist Church, 12 noon for 12.30
Saturday 9 th December	Hebden Bridge Junior Band Christmas Concert at Stones Methodist Church, 7.30pm

In addition to the above events, Ripponden Library hosts “Jigsaws in the Library” every day the library is open, and “Staying Well” – a project funded by the Council – provides a range of activities. Contact 01422 392767 or e-mail stayingwellproject@calderdale.gov.uk for details of local events.