



Patient Participation Group Newsletter

Your Practice (Waterfoot Medical Practice)

We're changing our name!

With new GP partners coming on board at the practice we have decided it's time for a name change. In consultation with our Patient Participation Group we decided not to stray too far from our current name of Waterfoot Group of Doctors and are opting for Waterfoot Medical Practice.

Waterfoot Wildflower Meadow

You may have noticed the grass around Waterfoot Medical Practice is being left to grow this summer. This is to encourage the wild flowers to grow for the benefit of the local wildlife, our patients and our staff. We will be managing this area with a yearly cut in early September. The cut grass will then be seeded with a plant called Yellow Rattle and we expect a flower filled meadow to develop over the next few years. If you would like any further information, or you would like to help with the development of the meadow, please get in touch with us at the surgery.

Keeping Active

Over the summer months our Doctors have been busy taking part in physical challenges, and all for a good cause.

On 23rd June Dr Narayan took part in the Big NHS Walk where NHS Trust staff and the local community walked 12 miles whilst raising as much money as possible for our local hospitals.



Dr Hinchliffe took on the Race for Life Pretty Muddy on 13th July to raise money for cancer research. This involved racing her way through 5km of muddy obstacles.



Dr Peers cycled 270 miles over the course of a weekend to raise money for a local homeless charity. The route took him from the East to West coast on what was the hottest day of the year so far and involved many hills!

There are many benefits of regular exercise; physical, mental and social. If you would like to be more active, whatever the level you are starting from, visit Up and Active to find out what's available near you.

<http://www.upandactive.co.uk/home>

Training

We continue to host medical students, trainee doctors and student nurses at the practice. August will see the start of a new rotation and so we will be saying goodbye to Dr Ajayi and Dr Dover and hello to our new Foundation Doctors; Dr Stockton, Dr Parmar, Dr Khanum, GP trainee Dr Zehtab and our new Physician Associate Reece Phillips.

GP Online Services – there is more than one way to get in touch with us!

GP online services allow you to access a range of services via your computer, mobile or tablet. Once you have signed up, you will be able to:

- book or cancel appointments
- renew or order repeat prescriptions
- view parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results

You can still contact us by phone or in person, this is just another option for you. More information including “how to” leaflets and videos of patients and why they are using GP online services are available at www.nhs.uk/gponlineservices

Your Locality (Rossendale)

Primary Care Networks (PCNs) in Rossendale

Ahead of the formal recognition of Primary Care Networks which are scheduled to begin from 1st July 2019, elections to the posts Clinical Director for the two PCNs have taken place. Dr Abdul Mannan (GP Partner at Drs Moujaes and Mannan in Haslingden) has now been appointed to the role in Rossendale West PCN Clinical Director, whilst Dr John O'Malley (GP Partner at Irwell Medical Practice in Bacup) has been appointed to Rossendale East PCN as its Clinical Director.

In preparation for the formal commencement, the two Rossendale Primary Care Networks who will work very closely together have been meeting regularly. In addition to the GP Practices, the wider Rossendale community, that includes a number of both statutory and voluntary groups in addition to patient representatives, will be involved in their development. The organisations that will be represented at Rossendale PCN meetings will include – Rossendale Borough Council, Lancashire County Council, Rossendale Leisure Trust, Lancashire Fire and Rescue, Burnley Pendle & Rossendale Council for Voluntary Service and Lancashire Constabulary. This is in addition to GP Practice Patient Participation Group members and recognition of the Rossendale Health and wellbeing Partnership led by Rossendale Borough Council.

Initial responsibilities placed upon PCNs will include the provision of extended hours and the employment of additional staff members who can work across the PCN member practices such as Clinical Pharmacists and Social Prescribing Link workers. In future years these teams could increase so as to include Paramedics.

Recognition for two Rossendale Charities

Two Rossendale charities, that are well known to the GP Practices of Rossendale and previously grant funded by the locality, have been honoured with the Queens Award for Voluntary Service. They are the Magdalene Project and Rossendale Community Defibrillators. This is the highest award given to volunteer groups across the UK and equivalent to an MBE.

The Magadelene Project is based in Bacup and provides counselling for survivors of sexual abuse and trauma and is currently celebrating their 20th year. The Community Defibrillators for Rossendale (CDfR) initiative facilitates the purchase of community defibrillators in Rossendale,

increase awareness of their ease of use and accessibility, promote, educate and train members of the public in all aspects of being the 'First person on the Scene' and able to provide Basic Life Support and similar medical programmes and schemes.

Lancashire Refugee Resettlement Programme

As part of the above initiative, next month there will be five families placed in Rossendale, which it is anticipated equates to a total of eighteen refugees seeking GP registration in the locality. Within a short time of arrival, all of the refugees will hopefully be invited to attend and be registered at their nearest GP Practice. It is hoped that like 2018 there will be a welcome event organised so as to allow them the opportunity to meet members of their local community and also meet some of the refugees that arrived in Rossendale last year.

Rossendale is fortunate to have developed a successful support group called Rossendale Refugee and Asylum Seeker Support (RRASS), who assist with lessons in English language, plus advice on education and employment issues.

Your CCG (East Lancashire)

Come along to our PPG Workshop – 4 July, Walshaw House, 9:30-16:30

Would you like support to develop your Patient Participation Group (PPG) and learn about changes in health and the newly forming Primary Care Networks?

The workshop on 4 July will be an opportunity to learn about national changes that will impact on the local delivery of primary care services, to share ideas and learning, and identify any support that may be required to assist practices with developing Patient Participation Groups and ensuring that patient engagement is fundamental to the development of Primary Care Networks (PCNs).

For more information and to register, please visit:

<https://www.eventbrite.co.uk/e/east-lancashire-patient-participation-groups>

Did you know that every GP practice in England must have a Patient Participation Group?

Patient Participation Groups (PPGs) are groups of active volunteer patients working in partnership with practice staff and GPs. This unique partnership between patients and their practices is essential to achieving high quality and responsive care.

The role of the PPG includes:

- Being a critical friend to the practice
- Advising the practice on the patient perspective and providing insight into the responsiveness and quality of services
- Encouraging patients to take greater responsibility for their own and their family's health
- Carrying out research into the views of those who use the practice
- Organising health promotion events and improving health literacy
- Regular communication with the patient population



Let's Talk Cancer website

The Let's Talk Cancer campaign now has a dedicated website – www.letstalkcancer.uk.

Let's Talk Cancer was set up by the Pennine Lancashire cancer team. The campaign aims to encourage people to make cancer part of their everyday conversations



You can also follow the campaign on Twitter at @LetsTalkCancer_

Suicide bereavement service expanded to support more people in Lancashire

A service which provides support to those bereaved by a suspected suicide has been commissioned in more areas across Lancashire, offering vital support to local people thanks to national funding aimed at preventing suicides in the region.

The support provided by AMPARO is already helping local people in Blackburn with Darwen, Hyndburn and Burnley and has now been commissioned in Blackpool, Fylde and Wyre.

AMPARO can support anyone affected by a suspected suicide, this can be family members, friends or colleagues. The service provides support in a range of ways including one to one individual support, help with media enquiries, support and guidance up to and including the inquest and signposting to further services.

You can find out more about the services they offer on their website:

www.listening-ear.co.uk/amparo or call 0330 088 9255

Join the Diabetes Interest Group

The Diabetes Network team at the North West Coast Strategic Clinical Network are keen to ensure that the voices of the public, patients and carers are at the centre of everything they do. They will only make decisions about all their activities after listening carefully to the people who use and care about Diabetes services.

They are creating a patient and public involvement group called the 'Diabetes Interest Group' and are looking for volunteers to get involved.

If you would like to join this group you can register online at the NHS England website:



Diabetes Interest Group



North West Coast Strategic Clinical Networks

How can you help?

As a patient, carer or member of the public you will have used or experienced health and care services in your area. By joining our network and sharing your experience and knowledge you can help improve and shape future services.

The chance to make a difference



Who are we?

Formed to improve health and care services in the region, our work brings together professionals, organisations and service users to work together on quality improvement for health care services, including Diabetes

Opportunity to share your views



Help us to improve and shape future services

People's Voice:

Diabetes Interest Group

A register of interested volunteers who wish to be involved with the work of the SCN Diabetes Network. Joining our Network will give you the chance to get involved in a variety of ways by choosing what you are interested in and what you want to contribute towards:

- Comment on issues via email
- Tell your story
- Take part in group working
- Attend conferences and/or workshops
- Comment on documents
- Respond to surveys/questionnaires
- Speak in public

Join our People's Voice group for

Register on-line at:

<https://www.england.nhs.uk/north/north-west-coast-strategic-clinical-networks/our-networks/urgent-and-emergency-care-and-diabetes/diabetes/patient-engagement/>



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