

St. Peter's Centre
3rd Floor, Church Street
Burnley
Lancashire
BB11 2DL

Manchester Road Surgery
187-189 Manchester Road
Burnley
Lancashire
BB11 4HP

Kiddrow Lane Health Centre
Kiddrow Lane
Burnley
Lancashire
BB12 6LH

Burnley Group Practice



PATIENT NEWSLETTER SEPTEMBER 2023

FRIENDS AND FAMILY RESPONSES

We regularly ask you for your opinion letting us know what you think of our service and suggestions of any improvements we can make to maintain a high level of service.

We received 342 individual responses in August alone and over 85% of patients rated our service as a positive experience as either 'Good' or 'Very Good'.

The purpose of the patient experience survey is to get feedback on what the practice is doing well, and what processes may need



OPENING TIMES

Monday:
08:00 - 18:30
Tuesday:
08:00 - 18:30
Wednesday:
08:00 - 18:30
Thursday:
08:00 - 18:30
Friday:
08:00 - 18:30

CONTACT DETAILS

TEL: 01282 911630
EMAIL: Burnley.gp@nhs.net

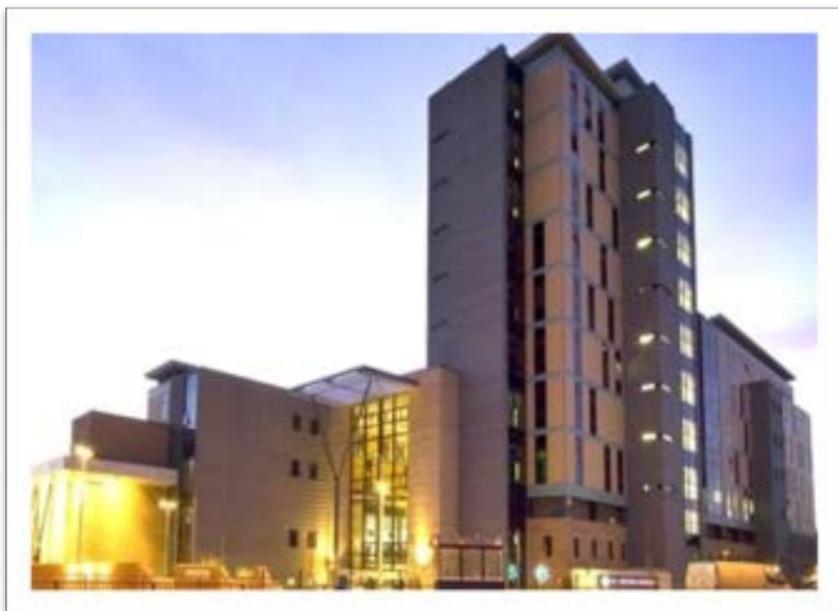
WHEN WE ARE CLOSED

When the surgery is closed, there is always an out of hours doctor available.

Should you require an out of hours appointment you should call 111 and this service is available from the hours of 18:00 and 8:00.

Call 999 in an emergency. Chest pains and/or shortness of breath constitute to an emergency.

Scan this QR code to rate our service.



improvement and the Friends and Family test allows you to do this anonymously.



"Wendy Dean had a calm demonstration of expertise with a clear explanation of the problem and the way forward. Well done Wendy".

"An amazingly great service from Dr Uddin, a charming, caring and great professional".

"Rang mid day and told the receptionist my problem, and how severe it was. Managed to get a telephone appointment with Deborah, missed her call twice but she still rang back, appreciate that, she took the time to go through what was happening and prescribed the required antibiotics. She was calm and very reassuring. "

"Allocated a HRT consultation quickly. Saw ANP Liz, who is the first person I've spoken to who asked questions and actually listened to me. Actioned concerns immediately. Liz is a real asset."

"Gentleman on reception was very efficient, transparent and arranged an appointment straight away. The nurse I saw was lovely and made my appointment stress free."

"Dr Clarke is amazing. She reassured me and gave me lots of her precious time".

"Lucy at Manchester Road Surgery was so helpful, and couldn't do enough to help".

"Dr Arshid is the best doctor I have ever seen. Patient, kind, caring and very knowledgeable. I am so happy I saw her - so thank you!"

THE OPTIONS ON THE PHONES HAVE CHANGED...



As we have recently upgraded our telephone system, although our number has remained the same you may have noticed that the options have now changed.

Option 1 is for Appointments - this is the option you would choose if your query relates to booking any type of appointment

Option 2 is for Prescriptions although you must be over 75 to be eligible to order over the phone

Option 3 is for Secretaries for any issues with referrals or if you are awaiting a medical. This line is open between the hours of 10am - 12pm.

Option 4 is Healthcare Professionals which includes Doctors, Paramedics, Care Home visits or Pharmacists

Option 5 is Reception, if your query doesn't fit in with any of the above but you still wish to speak to a Receptionist

ONLINE ACCESS VIA THE NHS APP

As a patient of Burnley Group Practice there are a number of health services you can access online, and all you have to do to get these, is download the app!

Services include:

- Contacting your GP, nurse or other healthcare professional for advice or support
- Ordering repeat prescriptions
- Access certain parts of your health records including medication, vaccinations and test results
- See communication between your GP and secondary services
- Book, check or cancel appointments with your GP or other healthcare professional

From November 2023, patients will be given access to more information in their health records including letters, test results and appointment notes.



Join your Patient Participation Group

PPGs represent patients and provide feedback on GP practices, helping to drive change



Burnley Group Practice Patient Participation Group

Are you interested in finding out more about our practice and the development of health services?

We are actively seeking patients to join our PPG. Patients of any age, gender or background to regular meetings to discuss any changes or ideas you may have for the practice.

Our PPG group has the intention of setting goals and agendas based on what the group thinks is important, using it as a platform to share important information and members of the PPG will take part in friendly open discussions.

This group gives you the opportunity to raise awareness on how we can support you and the community.



This is not an avenue for personal complaints and we would encourage you to pursue these in the appropriate manner.

Our next meeting is:

Thursday 21st September 2023

If you would like to attend, or would like more information please email Burnley.GP@nhs.net.





“I really needed the appointment that you didn’t turn up for...”

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?



276 patients DID NOT ATTEND their appointments in August or contacted us to cancel or rearrange!

Please make sure that you contact the practice to cancel your appointment if you're unable to make it, missed appointments waste the NHS' time and money.



Over recent weeks, we have been trialling a new clinical triage system with the on call GP's sitting in reception and triaging the calls that come in and following positive feedback from the GP's, patients and staff, we have decided to roll this out as a permanent feature of the appointment system subject to sufficient staffing levels.

We are now using Patient Triage for online consultations via AccuRx

Patients can now submit queries to their GP practice via AccuRx and can do this by visiting the NHS App. A link is provided to allow you to start submitting your query. This allows you to submit an admin request which includes requesting sick notes, updates on referrals or follow-ups on test results, or you can submit details of a medical issue and we will contact you. Please note this should not be used in medical emergencies.

Why does the receptionist need to ask what's wrong with me?

Our reception staff are crucial members of Burnley Group Practice and they need to ask patients the reason behind why they need to be seen so that they can appropriately care navigate.

Our receptionists are trained to ask specific questions to ensure you receive:

- **The most appropriate medical care**
- **From the most appropriate health professional**
- **At the most appropriate time**

RECEPTION STAFF, LIKE ALL MEMBERS OF OUR TEAM, ARE BOUND BY PATIENT CONFIDENTIALITY.

WORLD'S BIGGEST COFFEE MORNING

MACMILLAN
CANCER SUPPORT

- Costa Coffee, Tesco, Burnley on Friday 29th September at 9:00am - 5:00pm (0.5 MILES)
- M&S Café, Burnley on Friday 29th September at 9:00am - 5:00pm (0.6 MILES)
- Costa Coffee, Accrington on Friday 29th September at 9:00am - 5:00pm (6 miles)
- Costa Coffee, Accrington Hyndburn DT on Friday 29th September at 9:00am - 5:00pm (6.5 miles)

FIND A MACMILLAN COFFEE MORNING NEAR YOU...



COSTA
COFFEE

TEXT YOUR DONATION

A quick and easy way to either a one-off or regular monthly donations. Text donations will be added to your phone bill or taken from your pay as you go credit.

Text **MOBILE** to **70550** to make a £5 single donation.

Text **REGULAR** to **70550** to make an ongoing donation of £5 a month.

FIGHT THE FLU!

It's that time of the year again... keep an eye out for your invitation to book your flu vaccination. These will also be sent out for Shingles and Covid-19, if you're eligible.



EASY EYE CARE

Did you know you don't have to be able to read or speak to have an eye test. Adults with a learning disability are 10x more likely to have a problem with their eyes and children are 28x more likely. Your eye health is not just about the need for glasses - it also detects eye conditions and general conditions as well.

The assessment is NHS-funded and there is help towards the cost of glasses if you're eligible.

The following practices offer the Easy Eye Care service in your area:

Vision Service Blackburn

Morrisons, Railway Road, Ewood, Blackburn, BB1 5AZ, 01254 447 520

Tyrells & Embery

6 Darwen Street, Blackburn, BB2 2BL, 01254 53554

Clare & Howard Ltd

20-21 High Street, Garstang, Preston, PR3 1FA, 01995 602 014

Please notify the optician's practice that you want to book an "Easy Eye Care" appointment.

Fill in the SeeAbility "About Me and My Eyes" form prior to your appointment to give to the optician at www.seeability.org/myeyes

What is self-care?

Self-care is about looking after yourself in a healthy way. It can be anything from brushing your teeth, doing some exercise, managing common conditions at home (like headaches, colds and flu).

Stay well Guide to help you choose the right service for you and your NHS

Self-care	Pharmacy	GP	Minor Injuries	A&E/999
<p>Hangover, Cough, Colds, Grazes, Small cuts, Sore throat.</p>	<p>Diarrhoea, Earache, Painful cough, Sticky eye, Teething, Rashes.</p>	<p>Arthritis, Asthma, Back pain, Vomiting, Stomach ache.</p>	<p>Cuts, Sprains, Strain, Bruises, Itchy rash, Minor burns.</p>	<p>Severe bleeding, Breathing difficulties, Severe chest pain, Loss of consciousness.</p>
<p>Self-care is the best choice to treat minor illnesses and injuries. A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.</p>	<p>Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time. No appointment is needed and most pharmacies have private consulting areas.</p>	<p>GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.</p>	<p>Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions. They are usually led by nurses and an appointment is not necessary.</p>	<p>A&E or 999 are best used in an emergency for serious or life-threatening situations.</p>
<p>NHS 111 If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111.</p>				<p>24 hours a day 7 days a week</p>
<p>NHS Choices You can also access health advice and guidance or find your nearest service online through NHS Choices.</p>				<p>Visit www.nhs.uk</p>

The Minor Eye Conditions Service (MECS) is available to people with new or very recent minor eye problems to get the help that they need quickly and easily closer to home.

Under this scheme, any patient who is registered with a Blackburn with Darwen or East Lancashire GP can access this local service rather than waiting for a GP appointment or referral to a specialist clinic. Patients are able to self-present to an optometry or optician's practice which provides this service. It may be useful to contact the opticians first to arrange a suitable appointment date and time.

Opening times vary but most are open between 9am and 5.30pm Monday – Saturday, and some 10am – 4.00pm on Sunday. However, most optician shops are open between 8.00am and 6.00pm each weekday.

At a MECS appointment, clinical assessment, diagnosis and then clinical management will take place. Other, more serious eye problems – which may seem “minor” – may require the help of an eye specialist (an ophthalmologist). If this is the case, the MECS practitioner can make the referral for the patient directly with the hospital, making it easier for them to get the treatment they need as quickly as possible.

This service is available at the following optician shops:-

BURNLEY

- Brown Opticians – 58 St James Street, BB11 1NH Tel: 01282 426068
- Specsavers – Unit 41, 25 The Mall, BB11 1HH Tel: 01282 450045
- Second Sight Eyecare – 32–40 Keirby Walk, BB11 2DE Tel: 01282 839009
- Boots Opticians – 51 St James Street, BB11 1QL Tel: 01282 416850
- M Anderson Optometrist – 40 Lyndhurst Road, BB10 4DX Tel: 01282 453424

The following conditions are seen under the MECS service:-

- Watery eyes
- In-growing lashes (trichiasis) – feels like you have something in your eye
- Superficial foreign bodies
- Inflammation of the eyelids (blepharitis – red, flaky and itchy lids)
- Dry eye (gritty / itchy / stinging / burning)
- Red eye (with normal vision and no pain)
- Flashing lights and “floaters”
- Styes and lid lumps (chalazion / hordeolum)



NHS Community Pharmacist Consultation Service (CPCS)

Service suitability

The service is only for patients aged over 1 year.



CONDITIONS	What conditions are SUITABLE for referral to pharmacists?			Do NOT refer in these circumstances	
BITES / STINGS	•Bee sting •Wasp sting	•Stings with minor redness	•Stings with minor swelling	•Drowsy / fever •Fast heart rate	•Severe swellings or cramps
COLDS	•Cold sores •Coughs	•Flu-like symptoms	•Sore throat	•Lasted +3 weeks •Shortness of breath	•Chest pain •Unable to swallow
CONGESTION	•Blocked or runny nose	•Constant need to clear their throat	•Excess mucus •Hay fever	•Lasted +3 weeks •Shortness of breath	•1 side obstruction •Facial swelling
EAR	•Earache	•Ear wax •Blocked ear	•Hearing problems	•Something may be in the ear canal •Discharge	•Severe pain. •Deafness •Vertigo
EYE	•Conjunctivitis •Dry/sore tired eyes •Eye, red or irritable	•Eye, sticky •Eyelid problems	•Watery / runny eyes	•Severe pain •Pain 1 side only	•Light sensitivity •Reduced vision
GASTRIC / BOWEL	•Constipation •Diarrhoea •Infant colic	•Heartburn •Indigestion	•Haemorrhoids •Rectal pain, •Vomiting or nausea	•Severe / on-going •Lasted +6 weeks	•Patient +55 years •Blood / Weight loss
GENERAL	•Hay fever	•Sleep difficulties	•Tiredness	•Severe / on-going	
GYNAE / THRUSH	•Cystitis •Vaginal discharge	•Vaginal itch or soreness		•Diabetic / Pregnant •Under 16 / over 60 •Unexplained bleeding	•Pharmacy treatment not worked •Had thrush 2x in last 6 months
PAIN	•Acute pain •Ankle or foot pain •Headache •Hip pain or swelling •Knee or leg pain	•Lower back pain •Lower limb pain •Migraine •Shoulder pain	•Sprains and strains •Thigh or buttock pain •Wrist, hand or finger pain	•Condition described as severe or urgent •Conditions have been on-going for +3 weeks	•Chest pain / pain radiating into the shoulder •Pharmacy treatment not worked •Sudden onset
SKIN	•Acne, spots and pimples •Athlete's foot •Blisters on foot •Dermatitis / dry skin •Hair loss	•Hay fever •Nappy rash •Oral thrush •Rash - allergy •Ringworm/ threadworm	•Scabies •Skin dressings •Skin rash •Warts/verrucae •Wound problems	•Condition described as severe or urgent •Conditions have been on-going for +3 weeks	•Pharmacy treatment not worked •Skin lesions / blisters with discharge •Diabetes related?
MOUTH / THROAT	•Cold sore blisters •Flu-like symptoms •Hoarseness	•Mouth ulcers •Sore mouth •Sore throat	•Oral thrush •Teething •Toothache	•Lasted +10 days •Swollen painful gums •Sores inside mouth	•Unable to swallow •Patient has poor immune system •Voice change
SWELLING	•Ankle or foot swelling •Lower limb swelling	•Thigh or buttock swelling •Toe pain or swelling	•Wrist, hand or finger swelling	•Condition described as severe or urgent •Condition ongoing for +3 weeks	•Discolouration to skin •Pharmacy treatment not worked •Recent travel abroad