

Biggar Medical Practice Patient Group Newsletter

Number 2

June 2014

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Welcome to the second issue of our Patient Group Newsletter

Welcome to our second Newsletter and we hope that you are all looking forward to a hopefully warm and bright summer in our lovely countryside.

As a Patient Committee we have been very busy since our last Newsletter, we hope you will find this edition helpful and informative to you.

As always we are happy to receive any constructive feedback or comments and any thoughts on subjects you would like us to look at associated with local Health Services.

Committee members

We now have additional committee members and our High School students, who have been with us from the outset, are about to go to University to continue their studies, we wish them both well and would like to thank them for their participation.

We have had further interest expressed to join us, which is excellent and will add to the diversity of our committee membership.

As committee members we would once again like to express our sincere gratitude to the practice for supporting us, our special thanks to Donald Stewart Business Manager and Irene Smith Practice Manager. It is also much appreciated that at each of our meetings more often than not, one of the GPs joins us.

Biggar Health Fair

A successful Health Fair was held on the 14th March in the Municipal Hall. This event was designed to be an information sharing Health Fair which included 30 stands on a range of topics and services available locally.

Over 300 people attended the Health Fair, which was opened by the Chair of NHS Lanarkshire with a presentation also by Dr Andrew Goldie.

Local politicians and health Service Managers attended, for which we were very grateful. This gave an important opportunity for those attending to talk to service providers and those leading on the planning of services.

See page 2 for feedback from stand holders and visitors.

The photo below is of the District Nurses and Health Visitors stand.



More photos of the event inside

Health Fair Feedback

To help us evaluate the Health Fair we provided all exhibitors and visitors a feedback form and an outline of the responses are shown below. A full breakdown of the feedback is published on the practice website and available from reception.

Visitors Responses

We received 31 visitor responses of which 30 stated the event was of benefit and they would attend a similar event in the future.

Exhibitors Responses

We received 21 responses from the 30 stands of which 20 stated the event was worthwhile and would attend a similar event in the future.

For full feedback visit:

www.biggarmedicalpractice.co.uk



Health fair Stand 15

The photo above is of Stand 15 which was provided by Spire Hospitals who kindly provided sponsorship for the event.

The patient Group would like to thank them for their kind support which made the event possible.

Medicines Management and Waste

Medicines waste in Scotland is estimated at over £15 million each year (£1.5 million in Lanarkshire alone). This money could be better utilised elsewhere in the Health Service for example employing more nurses or funding more operations.

Saving £1 million could pay for 1,500 cataract operations or 150 coronary bypass operations.

We can all take steps to help reduce medicines waste:

- Do not stockpile medication- it is a safety risk for children and others who might take them
- Check what medicines you still have at home before ordering and only order what you need
- Let your Pharmacist or GP know if you've stopped taking any of your medicines
- If you are unsure what your medicine is for or how to use it discuss with your pharmacist or GP
- If your medicines change - return your old medicines to the Pharmacy for safe disposal to avoid mixing them up with your new medicines
- Take any unused or out of date medicines to the Pharmacy for safe disposal
- Store medicines in an appropriate place out of reach of children
- Please remember that your medicines are prescribed only for you; it's not safe to share them with anyone else
- Discuss your medicine with your Pharmacist or GP on a regular basis
- Once medicines have left the pharmacy they cannot be recycled or used by anyone else so it is important only to order the medicines that you need
- If you are prescribed antibiotics it is very important to complete the entire course

The above article was written by Dorothy Findlay the Clydesdale Area Prescribing Advisor.

Patient Group Future Projects

Kello Hospital

As a committee we are keen to learn more about Kello Hospital and to meet the staff. As our local hospital, we see this as an important local resource that we wish to support.

We hope to hold a future meeting at the hospital and hear more about the services provided.

Outpatient Services

One of the other areas we plan to look at is Outpatient Services, including referral pathways, waiting times and booking of appointments. We are aiming to invite Managers who lead on Outpatient services to a meeting in a few months time.

Should you wish to raise anything in relation to your experiences of Outpatient services with us, then please contact Donald Stewart at the Practice.

Committee Meetings

We continue to meet every 5 to 6 Weeks and usually have various speakers join us, in this way we can learn about local services and how they are benefiting local people. All meetings are minuted and are available should you wish to learn more about the committee's work programmes

Meetings with members of NHS Lanarkshire

The practice has involved the Chair of the Patient Committee in a number of meetings with NHS Lanark, which has included topics such as staffing, Kello hospital, signage for the Minor injuries unit, and the upgrading plans for the waiting area and reception.

Attendance at events

The Chair and one of the committee members has attended events on Carers and development of services for Older People.

Medicines Wastage

One of the big topics we were interested in, related to Medicines Management and most importantly wastage of medicines which costs an estimated £1.5 million per annum in NHS Lanarkshire alone.

We have asked Dorothy Findlay the Clydesdale Prescribing Advisor to write a couple of paragraphs for our Newsletter which you will find on page 2 and we hope you will find helpful.



Health Fair Stand 24

The photo above is of Stand 24 where the Community Optometrist demonstrated to visitors the various services he provides.

Thank you

Thank you for taking the time to read our Newsletter, we do hope you have found this informative and interesting.

Please remember your views are always welcome which you can pass Donald Stewart in the the practice or email:

biggarhealth@lanarkshire.scot.nhs.uk

Practice News and Information

Dates for your diary

Wednesday 18 June 14	Staff Training
Monday 21 July 14	Closed
Wednesday 3 September 14	Staff Training
Monday 29 September 14	Closed
Wednesday 22 October 14	Staff Training
Thursday 25 December 14	Closed
Friday 26 December 14	Closed
Thursday 1 January 15	Closed
Friday 2 January 15	Closed
Wednesday 18 February 15	Staff Training
Wednesday 18 March 15	Staff Training

The practice closes at 1.00pm on the above staff training days and will re-open at 6.00pm for the extended hours surgery.

Bowel Cancer Screening

The practice received a certificate for achieving the highest uptake in Lanarkshire for the Bowel Screening Programme. Well done to those patients who took the test and who probably know that 9 out of 10 people survive the disease if it's detected and treated in its earliest stages. For those aged 50-74 and have not yet participated why not **'join the success and do the test'**. Further information is available on our website or from our nurses.

Contact the Practice

Reception	01899 220383
Fax	01899 229525
District Nurses	01899 229536
Health Visitors	01555 667176
Physiotherapy	0845 6040001
Podiatry	01555 667150
NHS24	111

bmp@lanarkshire.scot.nhs.uk
www.biggarmedicalpractice.co.uk

Online services

Our online services are provided via Patient Access and allow you to access the practice online. You can use the service to:

- Check book and cancel appointments
- Check and order your repeat medication and send a message to the practice about your medication

The service is secure and has replaced ordering repeat medication by email or fax.

In the future you will be able to update your contact information, including phone numbers and email address. Also send a message to the practice avoiding the need for a phone call for routine enquiries.

If you do not have access to the internet you can access online services via a digital Television or Mobile Phone

To use the service you need to complete a request form and hand it into reception who will issue you with login details. Request forms are available at reception or to download from our website.

Further details and frequently asked questions are available from the practice website or from reception.



Smiley welcome to our recent Health Fair