

Practice News and Information

Influenza season 2013-14

Flu clinics will be held throughout October and November as shown on page 1. All those patients who are in one of the categories below are invited to make an appointment to have the vaccination:

- Children aged 2 and 3 years
- All patients aged 65 years and over
- All patients six months of age or over in the clinical at-risk groups listed below:
 - Chronic respiratory disease
 - Chronic heart disease
 - Chronic kidney disease
 - Chronic liver disease
 - Chronic neurological disease
 - Diabetes mellitus
 - Immunosuppression
- Pregnant women
- Those living in long-stay residential care homes or other long-stay care facilities where rapid spread is likely to follow introduction of infection and cause high morbidity and mortality
- Full time unpaid carers

If you are in one of the above risk groups and do not wish to be vaccinated, please inform the practice. This will stop the practice sending you reminders.

Please note we are not allowed to perform vaccinations to patients who are not in one of the above risk groups.

Contact the practice

Reception 01899 220383
 Fax 01899 229525
 District Nurses 01899 229536
 Health Visitors 01555 667176
 Physiotherapy 0845 6040001
 Podiatry 01555 667150
 NHS24 0845 4242424

bmp@lanarkshire.scot.nhs.uk

www.biggarmedicalpractice.co.uk

BT wi-fi

The waiting room now has BT wi-fi hotspot coverage



Have you visited our practice website yet?

It provides information on the practice and the services we provide and is being updated throughout November when lots of health advice and useful information will be added.

Online booking of appointments

Our online booking of appointments is available for you to book an appointment for the doctor or nurse 24 hours a day.

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.

Bowel Cancer Screening

Bowel cancer is the third most common cancer in Scotland, but it's highly treatable if caught early. In fact, 9 out of 10 people survive the disease if it's detected and treated in its earliest stages. All men and women aged 50-74 are eligible for the screening and will receive a pack. Please do the test!

Shingles vaccine

There is a new vaccine available at the Practice. It is for people aged 70 and 79 years old to help protect against Shingles. The vaccine is being phased in over the next few years. Patients do not need to do anything, as eligible patients will be receiving letters from the Practice.

Did you know?

Last year the practice issued 111,240 prescriptions and the annual cost of medicines was £1,581,159.

Your medication may be changed from time to time to a less expensive option to reduce costs or improve patient care.

Biggar Medical Practice Patient Group Newsletter

Number 1

Autumn 2013

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Achievements so far

Health Fair

Welcome to the first issue of our Patient Group Newsletter

We are the patient representative group of the Biggar Medical Practice.

We exist first and foremost to serve the interests of all patients registered with our local practice.

Our aim is to work with the practice and all the local Health and Social Care professionals, primarily to represent the 'Patient's perspective'.

We have excellent local services but it is important to ensure our voices are heard in a constructive way so we can help in thinking about how those services may be made even better.

As patients of the practice and local people we can offer ideas and suggestions of how we would like to see services develop to meet local need.

Who is on the Patient Group?

We are formally constituted and have a cross section of ages and gender, we work closely with Donald the Business Manager of the practice in putting together an agenda of the things we want to discuss. Details of members of the group are available on the practice website or from the practice.

Seeking New Members.

We are keen to hear of other people who would be interested in contributing to the Group. We are especially keen to have a parent with small children and an older person join the group to represent patients in that demographic range. If you feel you may be able to contribute to our group or you have ideas of how services might be improved then please contact Donald Stewart in the practice or email: biggarhealth@biggarmedicalpractice.co.uk

Dates for your diary	
9 th October 2013	Flu Clinic
12 th October 2013	Flu Clinic
16 th October 2013	Flu Clinic
23 rd October 2013	Flu Clinic
30 th October 2013	Flu Clinic
7 th November 2013	Flu Clinic
13 th November 2013	Staff Training
25 th December 2013	Closed
26 th December 2013	Closed
1 st January 2014	Closed
2 nd January 2014	Closed
19 th February 2014	Staff Training
19 th March 2014	Staff Training

Flu clinics are only for those entitled. See page 4 for details. The practice closes at 1.00pm on staff training days.

Thank you

We do hope you find this newsletter of interest and that you are reassured that we are thinking about the patient's perspective in the work we are undertaking through the Patient Group.

Thank you for taking the trouble to read our first newsletter.

Members of the Biggar Medical Practice Patient Group.

Patient Group Achievements To Date

Established the Patient Group

We have been established for about a year. We have a formal written constitution and mission statement which is available for you to read on line or you can request a copy from the practice.

So far we have expanded our Group with a lay membership of six people, plus representatives from the practice.

Local Health Care Professionals

We have met with a range of local Health Care Professionals including;

- GP's
- Team Leader Biggar Aligned District Nursing Team
- Health Visitors Team Leader
- The Physiotherapist
- Gary Harper, Local Optometrist
- Senior Practice Nurse

We also have a number of other health care professionals we are to meet with shortly.

We are meeting with them to understand the full range of services provided on our doorstep that may not be fully known or understood by local people. In this way we can make suggestions on how we can raise awareness to local people, who can then get the best of local services.

We are also endeavouring to understand the challenges facing our colleagues in delivering services. In this way we can, if appropriate, engage with NHS Lanarkshire who is the body who funds, develops and delivers our health services.

NHS Lanarkshire Board Meetings

Members of the patient group have attended NHS Lanarkshire Board meetings as observers. This has given us an excellent insight into many of the challenges and plans for our local and national health services. We can therefore incorporate this into our thinking about what we can expect locally.

The NHS Lanarkshire website is at:

www.nhs.uk

Patient Survey

We have conducted a patient survey during the month of August and September. A brief summary of the results is shown on Page 3. A copy of the full results including the response from the practice and feedback from the patient group has been posted on the practice website. Alternatively ask to see a copy in the practice.

Thank you to all those who took part and responded to our survey.

Kello Hospital Minor Injuries Unit

We now have agreement from NHS Lanarkshire that they will install a road sign in Biggar High Street and another outside the Kello Hospital indicating that our local hospital provides a 24 hour Minor Injury Unit. This may save some people, not aware of this fact, from making an unnecessary journey to Wishaw General Hospital for minor injuries that can be treated locally.

Reception and Waiting Room

We are working with the practice and NHS Lanarkshire to improve the Reception and waiting area, using the feedback from the patient survey.

Feedback

We welcome any feedback, should you like to raise an issue that we may be able to assist with then please contact Donald Stewart at the practice or email:

biggarhealth@lanarkshire.scot.nhs.uk

Biggar Health Fair - March 2014

We are planning a Biggar Health Fair to be held on the 14th March 2014 in the Municipal Hall Biggar.

We aim to have many of the different health and voluntary services represented who will be informing those who attend about the services they provide and how we as the local public can get the best out of those services.

Do come along if you can and bring your friends and relatives, there will be many health promotion messages and activities for you to see and learn about.

Please look out for the publicity on this event in the new year.

Patient Group Survey Results

A summary of the results of our recent survey are shown in the table below. A copy of the full results including the response from the practice and feedback from the patient group will shortly be posted on the practice website at: www.biggarmedicalpractice.co.uk

Paper copies will also be available in the practice.

Question		Yes	No
1	Are you generally satisfied with local health services? If no please provide details below of what makes you dissatisfied.	91%	7%
2	Is there any information you would find useful to have about local health services? If yes briefly specify below.	16%	84%
3	We are planning a Biggar Health Fair in the Spring to share information about Health Promotion and local Health Services. Would you attend and if yes what would you like to see at the fair?	62%	38%
4	The health centre is shortly to have some improvements to the reception and waiting area. We are assisting the practice and would be interested in any ideas you might like us to think about for these areas. Please give your brief ideas below (See note 1 below)	65%	35%

Note 1. The 65% yes in Question 4 represents those who submitted comments or ideas and 35% made no comment.