

Patient NEWS

Patient Participation Group (PPG)



ISSUE 15 Summer 2022

Welcome to our Summer edition



I cannot believe it is a year since I was last the chairman of our PPG. After four years I stepped down in May 2021 to 'recharge my batteries' after going through the Covid 19 period.

We, the PPG, were very lucky that Pam James stepped up to the mark and took on the chairmanship for the last year. I cannot thank Pam enough for her hard work which has seen the structure of the PPG brought up-to-date, giving us a good footing to move forward.

I was re-elected in May 2022 for the next 3 years. Along with the PPG team I will represent the views and interests of patients

regarding the provision of care and services. We will communicate patients' experiences, interests and concerns to the management of the practice.

Working collaboratively and positively with the practice our aim is to improve services and facilities for all patients and to act as a sounding board for practice staff on all issues affecting patients.

Previously as Chairman, I had two-way communication and co-operation between the practice and patients, other individuals and organisations in healthcare, and the wider community to the mutual benefit of all. I wish to re-establish this working partnership.

I want to be a listening chairman and represent all Bingley Medical Practice patients. My e-mail address is jillwadsworth@hotmail.com if you wish to contact me.

Have a good, healthy summer and stay safe.

**Jill Wadsworth
Chair of the PPG at
Bingley Medical Practice**

WHO'S WHO AT BINGLEY MEDICAL PRACTICE

- Dr Andrew Jackson**
Musculoskeletal conditions
- Dr Richard Newell**
Dermatology, Cardiovascular medicine
- Dr Karen Greenhorn** Diabetes
- Dr Andrew Smith** Skin surgery
- Dr Mike Francis** Palliative care
- Dr Kate Eldred** Diabetes
- Dr Alan Salter**
- Dr Tom Ankcorn**
Musculoskeletal conditions
- Dr Claire Wiles**
- Dr Ella Keevash**
Sexual health (including coils and implants)
- Dr Anita McKean**
- Dr Emma Scott**
Sexual health (including coils and implants)
- Dr Sarah Crisp**

Please check the website
bingleymedical.org.uk for a full list of who's who at Bingley Medical Practice.

Thank you, Joseph, and our best wishes for your future

Our thanks and good wishes go to Joseph Carnelly as he leaves us to study medicine at Birmingham University. Joseph has been our youngest PPG member for the past few years. Please keep in touch and pop in to see us when you are home.

We will miss having a young person's perspective on our group so if you, or someone you know, would like to join us please let us know - you will be very welcome.



Our busy coding team

Where do I start? I had absolutely no idea what the Coding Team actually did when I visited the surgery, so it was interesting to discover what really goes on behind the scenes of our busy surgery.

I was under the impression that coding was used simply for recording patient letters received following hospital and/or specialist visits including blood and other tests, and diagnostic information. However, I discovered that in fact it is used for everything relating to patients and their care. It is a mammoth task undertaken by the brilliant team of four members of staff and their team leader, and it is their job to oversee all the information required by GPs to enable them to do their job.

The task which seemed to be the most in depth was of course the coding of letters which arrive (and are logged daily) either electronically (email), internal post from GPs, or by surface mail. These are strictly monitored by the Coding Team following a very strict protocol.

Extensive Training

The team works in rotation, so for example while I was there one member was busily dating the day's letters which would then be scanned onto the system. 'Action out of hours' and 111 calls are also monitored and dealt with daily. The information contained in them is coded, emails and letters read thoroughly, and the code entered onto the patients' records enabling GPs to quickly check each patient as required, which saves a lot of their precious time. Of course, this is a great responsibility and the members of the team have to undergo extensive training to ensure they are efficient in the coding procedure. They go on courses and must learn correct medical terminology. They have a full list of ailments which can be browsed, as can any other problems requiring a code. If in any doubt, the team can often help each other or can refer to the GP to whom the patient is ascribed for their advice.

In addition, all other enquiries received such as telephone calls from patients to Reception, changes in prescribed medication, patients leaving or those joining the practice must be logged. As different practices sometimes use a different system to that used by Bingley Medical Practice, this can take some time as all the notes in the patients' files must be read, logged and coded – a huge task requiring patience and accuracy.

Daily updates

A special notice-board is updated daily and colour coding is used – so green indicates everything OK, whereas yellow needs to be addressed. An example which might be highlighted in yellow as possibly needing follow on care is child fractures.

To avoid delaying any action that may be required outside of the normal time frame, the notes of those patients are flagged directly to the appropriate GP to read and react promptly to.

When I visited the team was working very diligently – it's a huge task requiring accuracy and initiative, and is a major part in the smooth running of the surgery. Not only do the team do their own job but they help out when required in other areas such as Reception – I so admire their team spirit. I don't have enough space in this article to expand on all the duties the 'backstage' staff have to contend with but it is surely worthy of another article to really understand just how hard they all work. Something I did notice and comment on was that they were wearing masks when leaving their desks (which still have screens). Although Covid restrictions have been lifted it is still important to take precautions when working in a medical practice and I urge patients visiting to honour this requirement for their own safety and that of the staff.

My sincere thanks to the team for their hospitality and for allowing me to interrupt their busy day.

Pam Vinnicombe



Our clinical pharmacists



Sana Noor

Sana has been qualified as a pharmacist for twelve years, and previously worked as a community store-based pharmacist for Boots pharmacy. She started her career in a GP medical practice in 2019 and joined the Bingley Medical Practice team in 2021. In addition to her work experience, she has a university diploma qualification in clinical pharmacy and is also fully qualified to work as a GP Pharmacist. She is currently expanding and developing her scope of practice to become an independent prescriber with expertise in her chosen area of dermatology.

Nadia Ahmed

Nadia graduated from Huddersfield University and has ten years of community pharmacy experience, working in several community store based pharmacies (Boots and Lloyds) and also has three years' experience at Leeds General Infirmary as a hospital pharmacist. As part of a student exchange programme she worked in the American equivalent of general practice, their hospital and out of hours. She joined Bingley Medical Practice in 2020 and started independent prescribing training this year. She has an interest in cardiovascular medicine and elderly care and has had two published articles on anticoagulant and anti-platelet prescribing.

So what is a GP clinical pharmacist?

Clinical pharmacists are health professionals who train for many years to become specialists in medicines and are registered with the General Pharmaceutical Council. They work directly as part of the GP team to make sure your medicines are right for you. Having a GP clinical pharmacist in the GP team enhances the service we provide in ensuring the patient is contacted by the most appropriate person.

When will I see a GP clinical pharmacist?

You will see a clinical pharmacist when you need expert advice on your medication, and they also help you make changes to your life to help you stay well.

Long term conditions

If you have a long-term condition, a GP clinical pharmacist can talk to you about the medicines you are taking to make sure they are working for you. Long term conditions are things like asthma, type 2 diabetes, arthritis or high blood pressure.

If you take a few different medicines, a clinical pharmacist can help you make sure they are all working well together. If they are not, they can help by changing your medicine or how much medicine you are taking.

Checking your medicines

If you are taking medicines for a long time a clinical pharmacist can check all your medicines and talk to you about how your medicines are working for you. They can also perform health checks like taking your blood pressure or making appointments for you to have other tests, like blood tests.

After a stay in hospital

If your medicines have been changed while you were in hospital, a GP clinical pharmacist can help explain these changes and make sure your medicines are working well for you.

Your appointment

If you see a GP clinical pharmacist, you may still be able to see your GP if you need to. GP clinical pharmacists are able to prescribe your medicines in the same way as your doctor.

Practice Manager Comment

Having GP clinical pharmacists in the Bingley Medical Practice team has been an excellent asset as they significantly help with the GP workload.

PATIENT GROUP - WHAT WE DO

We are a committee of volunteer patients who meet regularly to participate in the future development of the practice and make a contribution to benefit all patients, clinical and administrative staff.

The group was established in line with the principles of the National Association for Patient Participation, to provide a voice for all patients of the Bingley Medical Practice and a patient perspective. The group acts as a 'critical friend', to collaborate with and support the staff for the mutual benefit of the Practice and its patients.

AIREDALE NHS HOSPITAL

Hi from Peter Home, your Governor representing Bingley.



First on a positive note our Bingley Medical Practice PPG AGM was the first group within Airedale's area to receive a presentation from Fran Hewitt, Airedale's senior programme manager setting out the way

forward in addressing the poor asset conditions of the buildings, and the ongoing proposal for a new hospital built on the same site by the end of this decade. There are an awful lot of hoops to jump through but it is needed to secure our vision to enable the continuing safe delivery of care to our patients. The presentation has subsequently been given to the Governors of Airedale and staff. This also includes details of a new helipad on-site funded by charity donations, new Intensive Care Unit, new theatre facility and Haematology/Oncology day unit upgrade to be completed by this September.

However, it is with some concern that I have to report that Airedale is currently in early July experiencing very high levels of demand for our services. Far higher than is usual for the summer period. On one day the hospital had 300+ patients attending our Emergency Department and over 500 admissions for a bed in one week. Our bed total availability is just over 300. This was due to increasing numbers of COVID positive inpatients, increasing staff absence and decreasing levels of discharge due to lack of capacity in the community. As a result the hospital raised its escalation level to the highest. Airedale is not alone with health trusts and ambulance providers across the region and indeed the country in similar positions. The service and staff have responded excellently, and work closely with our partners across West Yorkshire to manage this demand and keep our patients safe. It continues to be a big challenge.

Please remind friends and family that the Emergency Department is for emergencies only, and that people should seek help for non-urgent health issues via:

- NHS 111
- Online at www.111.nhs.uk
- Their GP
- Their pharmacist

**Keep safe
Peter**

Jessica pops by to say Hello

Jessica Prance was a member of our PPG before studying Physiotherapy. She started working in Hull after graduating last June, and has worked across Hull Royal Infirmary, Castle Hill and Hull Community.

First she spent about eight months working on Intensive Care, Cardiology and General Surgery. She rotated to community a couple of months ago and has been seeing patients around Hull since then.



FREE BASIC LIFE SUPPORT TRAINING COURSES ON CPR

Cardiopulmonary resuscitation (CPR) is an emergency procedure providing chest compressions for a person in cardiac arrest.

The PPG will be running three training courses at the practice between September and December 2022.

The training takes around one hour. If you are interested in taking part please leave your name and contact details with reception.

All ages and abilities welcome!

LEARN CPR
Save a Life



COMING SOON

SUSTAINABILITY AT BINGLEY MEDICAL PRACTICE

At Bingley Medical Practice we are trying to become more sustainable and supportive of our environment, both locally and globally.

We recognise by supporting the health and well-being of our patient community we can reduce our environmental impact at the same time. Our thoughts include:

- reducing our use of single-use plastic
- better waste handling, recycling whatever we can recycle and increasing options for disposing of medicines safely
- making our building as energy efficient as possible
- encouraging and supporting our staff and patients to travel by foot, bike or sharing lifts when safe to do so.



The medicines we prescribe form around three quarters of the total carbon footprint of primary care, and this is mostly due to inhalers. If you have an unused or empty inhaler then please return to any pharmacy where it can be safely processed, greatly reducing its impact on the environment. If you'd like to consider switching your inhaler to a safe low carbon alternative then please contact the practice - phone or use e-consult and we will be happy to discuss the options.

Dr Mike Francis