



MIDDLESTOWN PATIENT PARTICIPATION GROUP



Our next **One Day Event** starts at 9.30am on Thursday 27 July where Healthwatch and the Medicines Optimisation Team will be in the surgery. Please come along and talk to the two groups mentioned in the articles here.



Healthwatch Wakefield is the independent watchdog who listens to and gathers local people's experiences of using health and care services; including doctors, chemists, hospitals, dentists, care homes and community based care.

Healthwatch works to help people get the best out of local health and social care services.

They provide people with the advice, information and signposting they need; gather views and experiences of local people along with other information and give them a voice to influence the design and delivery of services.

Healthwatch promotes and supports the involvement of local people in health and care services, and obtains the views of local people.

Healthwatch has a role in promoting public health, health improvements and in tackling health inequalities. They have a complaints advocacy service to support people who make a complaint about services.

For more information call 01924 787379 or email enquiries@wakefieldhelathwatch.co.uk

MEDICINES OPTIMISATION TEAM

Medicines Optimisation is about ensuring that the right patients get the right choice of medicine at the right time. It is a holistic patient-focussed approach that encompasses all aspects of the medicines journey. It helps to ensure that the medicines prescribed or recommended for purchase over the counter, will treat patients' conditions effectively and safely in order to offer the best or desired outcomes.

The CCG's Medicines Optimisation Team works collaboratively with key stakeholders including clinicians in primary and secondary care, patients, carers and other health and social care professionals, to ensure the people of Wakefield obtain the best possible outcomes from their medicines.

Medicines Waste Strategy

In November 2016 patients were empowered to take back the responsibility of ordering their own repeat prescriptions. The aim of this change is to improve safety; quality and combat the ever growing problem of unnecessary medicines waste.

Middlestown, along with other Wakefield practices, has worked hard to ensure this initiative has a positive effect for patients. We are now 7 months into this change and are starting to see the results we aim to achieve.

The success of this initiative would not have been possible without your support, so a big thank you on behalf of your local NHS.

GP Extended hour's project: GPs in Wakefield have been working together to enable patients across the district to have access to GP support after normal surgery hours. 'GP Care Wakefield' will be launched at specific GP practices across the district during July/August. Patients will be able to get medical advice and, if required, access to a GP appointment in Wakefield **using their normal GP surgery number** between 6pm - 10pm Monday - Friday and from 9am - 3pm Saturday, Sunday and Bank Holidays.

Utilising a patient record sharing system, GPs will have access to patient's records, even if their appointment is at a different surgery.

Middlestown will be part of the early launch. Following the launch and evaluation, it is planned to run this service across the whole of Wakefield and district from September 2017.

See surgery posters for launch date.

PRESCRIBING CHANGES

The following products are now not available for prescribing in Wakefield

- Sunscreen for skin protection from UV radiation
- Cream for unwanted facial hair and other products mainly for cosmetic purposes
- Emollient (moisturiser) for minor skin conditions
- Multivitamins where no specific deficiency has been found
- Expensive brands of medicines if a suitable 'generic' version is available which costs less
- Gluten free products
- Infant formulae for lactose intolerance, soya milks and thickening infant formulae

For more information please contact the Dispensary



from XenZone, is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use. With Kooth you can chat to their friendly counsellors, read articles written by young people, write in a daily journal and get support from the Kooth community. Want someone to understand or advice for a friend contact Kooth.com

LIVE WELL WAKEFIELD is a free service supporting healthy living, available to age 18+ who are residents of the Wakefield District. There are many things that can affect our ability to feel healthy and remain independent. We appreciate this and can offer individual support to help you address any needs.

The **Live Well Wakefield** Service can help those:

- in need of information, advice and support in coping with everyday life
- feeling alone or lonely and looking for social opportunities
- feeling low or anxious and unsure of what services could help
- requiring support to manage their long term condition, or that of someone they care for
- wanting to become more involved in the community.

How does the **Live Well Wakefield** Service help:

- offers individual, personalised support either in your home or in the community
- helps you navigate services such as health and social care
- offers you courses and workshops to help you self-manage your long term conditions
- tell you about community groups and activities in your area
- tell you about volunteering opportunities.

If you feel you would benefit from our service please contact us on 01924 255363 and refer yourself to one of our friendly team. You can find more information on our website www.livewellwakefield.nhs.uk or on our Facebook page www.facebook.com/livewellwakefield

Helping the Practice to help you

Please inform a receptionist at the practice if you have any special requirements to help us communicate better with you. Once we have been informed of your preferred method of communication this will be flagged on medical records to ensure we are consistent in how we contact you.

We offer Email, Systmonline, text, fax and phone. Please see website for more details.



COMMENTS?

Please use the Suggestion box at the surgery entrance if you have any comments for the PPG or Practice.



If your GP needs to refer you for a physical or mental health condition then in most cases you have the legal right to choose the hospital or service you'd like to go to. This will include many private hospitals as long as they provide services to the NHS and it doesn't cost the NHS any more than a referral to a traditional NHS hospital.

You can also choose a clinical team led by a consultant or named healthcare professional, as long as that team provides the treatment you require.

You can book your appointment via the [NHS e-Referral service](#). You can book while you are at the GP surgery or online using the shortlist of hospitals or services provided in your Appointment Request letter. The shortlist is selected by your GP so make sure you tell them about your preferences during the appointment. You have the legal right to ask for your appointment to be moved to a different provider if you are likely to wait longer than the maximum waiting time specified for your treatment.

You should always be offered choice at the point of referral and have the opportunity to discuss the options with the person referring you. If you feel you haven't been offered choice, you should speak to the person who is referring you in the first instance.

The NHS is working hard to improve the opportunities for patients to make choices about their care.

By 2020 NHS England wants all patients to be able to say:

- I have discussed with my GP/healthcare professional the different options available to me, including the pros and cons and, where appropriate, whether to choose not to have treatment.
- I was offered appropriate choices of where to go for my care or tests.
- I was given an opportunity to choose a suitable alternative provider because I was going to wait longer than the maximum waiting time specified in my legal rights.
- Information to help me make my decisions was available and I knew where to find it in a format that was accessible to me.
- I was given sufficient time to consider what was right for me.

More information can be found on the NHS website

Next Newsletter
due 16 October
and next
One Day Event
26 October 2017