

a positive difference, every time



Looking after your mental health

Patient News

Issue 5 - May 2018

Poor mental health affects more people every year than cancer or heart disease.

Living with a mental health condition can affect many aspects of daily life, from your physical health to your home, your work and managing money.

Dr Vinny Khunger, GP at Guide Bridge Medical Practice is encouraging patients to speak to their GP about their mental health so that the right support can be sought early.

“Approximately one in four people in the UK will experience a mental health problem each year.” he said.

“Modern life places huge pressures on individuals as well as families. The commonest mental health problems in the UK are depression (3.3 people in 100), anxiety (5.9 people in 100) and post-traumatic stress disorder (4.4 people in 100).

“Often these conditions can co-exist for example with elements of depression and anxiety presenting together (7.8 people

in 100). The impact and burden on people can be huge with knock-on effects with work, finances, housing and relationships.

“Unfortunately there remains a stigma around mental health with people blaming themselves for feeling the way they do and therefore not seeking help as early as they should. People suffering in silence is far too common a problem in society and the fact that there may be no physical symptoms to demonstrate a person’s suffering does not mean that there is no justification for discussing how you feel with a healthcare professional.

“Often if symptoms of mental distress are ignored, they worsen and become harder to treat and there are more knock-on consequences for the individual suffering. Symptoms such as low mood, poor appetite, poor sleep, not looking

forward to things, lacking self worth, feeling anxious and panicky can indicate the start of a mental health problem. In the same way you might attend your GP surgery to discuss chest pain or any other physical symptom, it is equally important to talk to someone about how you feel inside.

“The earlier you let your doctor know about how you are feeling, the better your outcome will be so don’t just focus on what people can see, talk about what is on the inside too.”

Further information on mental health is available here:

<https://www.nhs.uk/livewell/mentalhealth/Pages/Mentalhealthhome.aspx>

<https://www.mind.org.uk/>

<https://www.mentalhealth-uk.org/>

<https://www.mentalhealth.org.uk/>

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www.gtdhealthcare.co.uk



Bowel cancer awareness

Bowel cancer is the UK's second biggest cancer killer, however, it should not be because it is treatable and curable, especially if diagnosed early. Nearly everyone diagnosed at the earliest stage will survive bowel cancer but this drops significantly as the disease develops.

The three main symptoms of bowel cancer are:

- persistent blood in the stools that occurs for no obvious reason or is associated with a change in bowel habit
- a persistent change in your bowel habit – which usually means going more often, with looser stools
- persistent lower tummy pain, bloating or discomfort – that's always caused by eating and may be associated with loss of appetite or significant unintentional weight loss

The symptoms of bowel cancer can be subtle and don't necessarily make you feel ill. However, it's worth waiting for a short time to see if they get better as the symptoms of bowel cancer are persistent.

Your doctor may decide to:

- carry out a simple examination of your tummy and bottom to make sure you have no lumps
- arrange for a simple blood test to check for iron deficiency anaemia – this can indicate whether there's any bleeding from your bowel that you haven't been aware of
- arrange for you to have a simple test in hospital to make sure there's no serious cause of your symptoms

Causes of bowel cancer

It's not known exactly what causes bowel cancer, but there are a number of things that can increase your risk.

These include:

- **age** – almost 9 in 10 cases of bowel cancer occur in people aged 60 or over
- **diet** – a diet high in red or processed meats and low in fibre can increase your risk
- **weight** – bowel cancer is more common in people who are overweight or obese
- **exercise** – being inactive increases your risk of getting bowel cancer
- **alcohol and smoking** – a high alcohol intake and smoking may increase your chances of getting bowel cancer
- **family history** – having a close relative (mother or father, brother or sister) who developed bowel cancer under the age of 50 puts you at a greater lifetime risk of developing the condition; screening is offered to people in this situation, and you should discuss this with your GP

Bowel cancer screening

NHS bowel cancer screening is only offered to people aged 55 or over, as this is when you're more likely to get bowel cancer:

- if you are 55, you will automatically be invited for a one-off bowel scope screening test, if it's available in your area
- if you are 60 to 74, you will automatically be invited to do a home testing kit every two years
- if you are 75 or older, you can ask for a home testing kit every two years by calling the free bowel cancer screening helpline on 0800 707 60 60
- if you are too young for screening but are worried about a family history of bowel cancer, speak to your GP for advice

If you are eligible for bowel cancer screening, please don't miss out – it could save your life. Always see a GP if you have symptoms of bowel cancer at any age – don't wait to have a screening test.

Early diagnosis really does save lives.

Further information is available here:

<https://www.nhs.uk/conditions/bowel-cancer-screening/>

<https://www.bowelcanceruk.org.uk/bowel-cancer-awareness-month/>



Patient online

Patients are encouraged to sign-up to GP online services, which will enable you to use a website or app to:

- book or cancel appointments with a GP or nurse
- order repeat prescriptions (there are various viewing options, which you can discuss with the GP practice team)
- view parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results
- view clinical correspondence such as hospital discharge summaries, outpatient appointment letters and referral letters

The service is free and available to everyone who is registered with a GP.



GP online services Quick, easy and secure

- Book GP appointments
- Order repeat prescriptions
- Access your GP records

How can I start using GP online services?

- Take photo ID (passport or driving licence) and proof of address (such as a utility bill) to your GP practice and tell them you want to start using their online services.
- If you do not have any ID a member of staff will have to confirm your identity or you may have to answer questions about personal information in your GP record.
- Fill in the short registration form that you are given by your practice.
- Once you have signed-up, you will receive a letter with your unique username, password and instructions on how to log in to Patient Access:
<https://patient.emisaccess.co.uk/account/login?ReturnUrl=%2F>

Patient care

gtd healthcare staff take pride in putting patients first. We understand that every person, every family and every community is unique; we always take the time to listen and we respond openly and honestly every time.

A range of clinical staff work at our GP practices to provide the best possible health care services. This means patients do not always need to be seen by a GP as depending on your concern, you may be able to be seen by an advanced practitioner, physician associate, practice nurse or healthcare assistant, who are all highly skilled in their area of work. If you would like further information on their roles, please speak with a member of the reception team.



7-Day Access Service

- Do you need to see a GP or a nurse or have a blood test?
- Do you struggle to make an appointment during work/school hours and would prefer an evening or weekend appointment?

The 7-Day Access Service provides out-of-hours, routine, pre-booked appointments for all patients registered with a GP surgery.

GPs, nurses and healthcare assistants are available in the evenings and at weekends.

For further information, please speak to the reception team.

News in brief

Tameside and Glossop updates

New Extensive Care Service for patients who live in Tameside and Glossop

A new service is available to *gtd healthcare* patients who are registered at Millbrook Medical Practice, Guide Bridge Medical Practice, Mossley Medical Practice, Droylsden Medical Practice and Ashton GP Service. Patients who have two or more long-term conditions, had a number of recent A&E attendances/non-elective admissions and are aged 40+ can be referred to the service. The aim of the Extensive Care Service is to provide patients with an holistic approach, including social, psychological, functional, pharmaceutical and self-care while helping people to improve the management of their condition and their overall health and wellbeing so that the need for hospital admissions is reduced. For further information, please speak to the clinical team at your registered practice.

Mossley Medical Practice

- **Nicola Collins**, practice nurse is undertaking a course, which will enable her to prescribe medication to patients

Ashton GP Service

- We are aware that patients are experiencing problems accessing the practice via telephone and we are looking into installing a new system in the near future. Patients will be kept updated as plans progress.
- **Claire Mann** has joined the service as an advanced nurse practitioner. Claire will see and treat patients who need urgent, on-the-day appointments and will be able to prescribe medication, where appropriate.

Guide Bridge Medical Practice

- Welcome to **Dr Raj Maher** who has joined the practice and will be working on Tuesday afternoons and all day on Wednesdays and Fridays.
- **Dr Rafi** has started her maternity leave and **Dr McCormack** is providing cover in her absence.
- We have increased the number of practice nurse appointments and hope to have availability on a Tuesday in the near future.

Droylsden Medical Practice

- **Linda Bardsley** has joined the practice as an advanced nurse practitioner. Linda will see and treat patients who need urgent, on the day appointments and will be able to prescribe medication, if appropriate.
- The practice has been inspected by the Care Quality Commission (CQC) and the initial feedback from the inspectors has been positive. We are waiting for the final report and we will inform patients of the final CQC rating.
- We are aware that patients are experiencing problems accessing the practice via telephone and we are looking into installing a new system in the near future. Patients will be kept updated as plans progress.

Millbrook Medical Practice

- Skype appointments will soon be available with **Dr Ahmed**. Patients will receive further information over the next few weeks.

See back page for Hattersley Group Practice news

Oldham updates

Lindley Medical Practice

- The practice's patient participation group meeting was held in April. Patients made a number of positive suggestions and contributions, which we are acting upon. The next meeting is taking place on 20 July at 11am and all registered patients are encouraged to attend.
- The prescribing pharmacist is running more clinics every Monday, which is increasing the number of appointments. Patients can book urgent, on-the-day appointments for minor ailments along with arranging pre-bookable

appointments to discuss and review their medication.

- All patients can: book appointments with doctors and the practice nurse at least four months in advance; book appointments on-line (please ask at reception for details); pre-book appointments or request an urgent on-the-day slot, book an appointment with the prescribing pharmacist to discuss any medication issues; and request on-the-day appointments for children under five years old. Patients will receive a text message reminder 24 hours before their appointment.

- Many congratulations to the practice for being awarded a Gold Pride in Practice award for 'excellence in Lesbian, Gay, Bisexual and trans (LGBT) healthcare'. The award demonstrates the practice's commitment and dedication to ensuring a fully inclusive patient-centred service and will strengthen and develop our relationship with LGBT patients.



News in brief *continued*

Manchester updates

Droylsden Road Family Practice

- We are delighted that the practice has been rated 'Good' by the Care Quality Commission (CCQ), following *gtd healthcare* taking over the management of the practice in February 2017. The huge amount of work and commitment shown by clinical and non-clinical staff at the practice has resulted in significant improvements. Areas of outstanding practice have been noted including the five-a-day initiative (further information below) and the mobile phone service for cancer patients. The full report is available on our website.
- Patients who visit the practice during the first week of every month are offered a free fruit bag to help towards their five-a-day – please do make the most of this great initiative!

- Welcome to **Margaret Tunstall**, assistant practitioner who works alongside Jacqueline Kelly.
- We are aware that patients are experiencing problems accessing the practice via telephone and we are looking into installing a new system in the near future. Patients will be kept updated as plans progress.
- A Citizens Advice Bureau (CAB) free-phone telephone service is available at the practice, which patients can use to get advice on a number of issues including housing and benefits.
- Patients are encouraged to speak to the reception team to ensure the practice holds up-to-date contact details.

Brookdale Surgery

Welcome to all patients at Brookdale Surgery.

gtd healthcare has taken over the temporary management of the surgery. This new arrangement came into effect on Tuesday, 8 May, 2018 and will be in place until at least January 2019.

You will not experience any immediate changes to the day-to-day running of the practice and most of the staff will remain the same, however we do plan to increase access to doctors and nurses as we begin to develop the services. We will communicate further information with patients over the next few weeks and months. However, if you have any queries, please do speak with a member of the reception team

City Health Centre

- The practice has increased the number of weekend appointments to improve patient experience and access to our services.
- We are aware that patients are experiencing problems accessing the practice via the telephone and we are looking into installing a new system in the near future. Patients will be kept updated as plans progress.
- Welcome back to **Sam Forrest**, healthcare assistant, who has returned from maternity leave.

Simpson Medical Practice

- A number of patients are taking part in a twice-weekly walk, which is led by Jan Burrill, practice nurse. The informal 30 minute walk is held on Tuesday and Thursday at 12.30. If you want to join this group where you can socialise and keep fit at the same time, please speak to the reception team who will be able to provide further information.

New role to benefit patients

Two physician associates are working alongside doctors to assess, manage and treat patients of all ages with a wide variety of conditions but seek further guidance from a doctor should patients require a prescription.

Steevie Pugh has joined City Health Centre and **Amnah Yousaf** is working at Droylsden Road Family Practice. Both can see patients who book on-the-day appointments or pre-booked appointments where they will be able to carry out physical examinations, take medical histories, request and interpret certain investigations, diagnose and treat illnesses and injuries and offer preventative advice. A patient information leaflet with further information will be available at the practice in the next few weeks.

If you require further information, please speak with the reception team.



Steevie Pugh



Amnah Yousaf

Patient and Carer Council

gtd healthcare is committed to involving patients and carers to shape services. In order to gain an understanding of the priorities and concerns of those who use our services and ensure that our services reflect the needs of local people we are developing a *gtd healthcare* Patient and Carer Council (PCC).

The council will be made up of patient and carer representatives from each of our services, (GP practices and urgent care) and will initially be chaired by a clinical lead.

If you want to be involved in *gtd healthcare's* PCC, and would like further details, please contact Cate Shelmerdine, engagement manager on 0161 337 2255 or email cate.shelmerdine@nhs.net

News in brief

Hattersley Group Practice:

- Welcome to the following members of staff: **Gemma Bardsley**, practice manager, **Ash Scott**, advanced nurse practitioner, **Natalie Winterburn**, healthcare assistant, **Helen Brasil**, advanced practitioner, and **Amanda Garside** and **Emma Fitton**, receptionists.
- Dr Chowdhury** has returned to the practice until July when she will be leaving to have a baby – congratulations!
- Regular locum GPs, **Dr Sabir**, **Dr Ihsan** and **Dr Rasheed** are working at the practice, which has increased patient access to see a doctor or advanced nurse practitioner (who can also prescribe medication).
- Patient participation group:** Recently we held our first patient participation group meeting under new management. Patients who attended suggested that they would benefit from a newsletter and articles in the newspapers. Dr Hershon has since written an article that was published in the *Tameside Reporter*, which is available to view on the patient notice board.

Our next PPG meeting will be held in June. If you would like to attend to share your ideas and listen to the changes we are making, please register your interest with the reception team. The PPG now has a chairperson and minute taker, both of whom are registered patients at the practice.

“**Have your say** and make a difference!”

All patients are encouraged to have their say and make a difference. We want to make sure you have an opportunity to provide feedback on the services we provide so why not join your practice's patient participation group? For further information, please speak with the reception team.

Our locations:

Ashton GP Service

Old Street
Ashton-under-Lyne
Gr. Manchester
OL6 7SR

☎ 0161 342 7050

Brookdale Surgery

202 Droylsden Road
Newton Heath
Manchester
M40 1NZ

☎ 0161 681 4265

City Health Centre

2nd Floor, Boots
32 Market Street
Manchester
M1 1PL

☎ 0161 839 6227

Droylsden Medical Practice

1-3 Albion Drive
Droylsden
Manchester
M43 7NP

☎ 0161 342 7777

Droylsden Road Family Practice

125 Droylsden Road
Newton Heath
Manchester
M40 1NT

☎ 0161 241 2723

Guide Bridge Medical Practice

Guide Lane
Audenshaw
Gr. Manchester
M34 5HY

☎ 0161 344 2609

Hattersley Group Practice

Hattersley Road East,
Hattersley,
Hyde,
SK14 3EH

☎ 0161 368 4161
☎ 0161 672 4527

Lindley Medical Practice - ICC

New Radcliffe St.
Oldham
Gr. Manchester
OL1 1NL

☎ 0161 785 7520

Millbrook Medical Practice

Hollybank
off Grove Road
Stalybridge
Gr. Manchester
SK15 3BJ

☎ 0161 304 2470

Mossley Medical Practice

187 Manchester Road,
Mossley,
Greater Manchester,
OL5 9AB

☎ 01457 833 315

Simpson Medical Practice

361 Moston Lane
Moston
Gr. Manchester
M40 9NB

☎ 0161 203 5550

Hattersley Group Practice News

Introducing Gemma Bardsley, practice manager

The past five months have flown since I started at Hattersley Group Practice. There is a great team ethos at the practice and we are all passionate about delivering high quality patient care. I understand we need to improve on a number of areas including patient access, which is an area we have been focusing on over the past few months. We have increased the number of pre-bookable and on-the-day GP appointments, advanced nurse practitioner and nurse appointments along with trialling a paramedic to support with home visits so that more GP appointments are available for urgent care.

I am excited to meet as many patients as possible to hear your suggestions on what is working well and what we can improve on as a practice. From reading the patient survey results from last year and witnessing it for myself when I'm in reception, I recognise getting in touch

with us is difficult, especially during peak periods. One of the initiatives we are working on is installing a new telephone system. This will improve the service we provide to our patients and support the staff to answer your queries. Our staff are trying their best to answer your calls as quickly and effectively as possible, however, we are limited with the number of lines we have, which despite being serviced at all times, isn't meeting increasing demand. We are acting on this feedback but we are also encouraging patients to register for online access, as this is an efficient way of booking appointments, ordering repeat prescriptions and viewing limited elements of your medical history. In addition, if you are contacting the practice to check if your results, prescription or sick note is ready, please call after 2pm when the lines are quieter.

Also, it has been brought to our attention that when trying to contact

the practice first thing in the morning multiple calls from the same household are trying to get through to make an appointment – please can you refrain from doing this as it is blocking the lines. We appreciate your support with following this guidance so that we can provide you with the best service and care. We are aiming for the new telephone system to be in place in the next three to six months. I intend to communicate regularly through our patient participation group meetings, newsletters and website. Alternatively if you do wish to speak to me regarding ideas for the practice, please do not hesitate to email hattersley.grouppractice@nhs.net



Care navigation

Tameside & Glossop Clinical Commissioning Group recently provided training to our receptionists on navigating patients appropriately. If our receptionists are asking you about your symptoms it is so they can direct you to the right clinician or pathway. Not every appointment is required to see a GP, therefore our receptionists are trying to signpost patients to the right clinician. Some of the pathways they are able to offer you are minor ailments programme operated by pharmacists, be well team, ophthalmology and dentists. If you're not sure who you need to see, please do not hesitate to ask the receptionist team.

Advanced nurse practitioner (ANP)

We now have a full time ANP working at the practice who can treat acute illnesses such as colds/flu, urinary tract infections, rashes, limited sexual health issues and musculoskeletal conditions. If you think an ANP could treat your symptom, please ask reception rather than booking with a GP.

Did Not Attends (DNAs)

Nationally, it is difficult for everyone to see a clinician at a time that is convenient. At Hattersley Group Practice we are seeing a large volume of appointments going to waste as people are failing to notify us when they cannot attend their appointment. Appointments that are not attended cost the NHS millions of pounds each year and this also prevents appointments being booked for other patients. If you cannot call the practice to cancel your appointment, you can reply to the confirmation text message by texting 'cancel' or cancel this online if you have online access. We do operate a cancellation list, so if you cannot attend an appointment it is important you call/text us to let us know so we can offer your appointment to other patients.