



# Boultham Park Medical Practice

## Newsletter

### Summer Edition 2023

#### Editorial

Welcome to this Summer 2023 edition of the Boultham Park Medical Practice newsletter which we encourage you to read as it contains useful information, some of which you may not be aware of. You are welcome to take a copy home with you, however, an electronic copy is also available on the Boultham Park Medical Centre webpage for you to download.

There has been a slight change in the Management of the Practice which has an impact to your PPG. For several years we have been liaising with Neil Hewson who was the Practice Manager until very recently. **Neil** has now taken over as the **Business Manager** for the Practice and is responsible for finance, contracting, and performance management

**Kristy Perkins** has now taken over as **Practice Manager** and is responsible for the operational management and day to day running of the surgery including liaising with your PPG and helping with the production of this newsletter. We wish both Neil and Kristy good luck in their new roles.

Finally, the PPG are still looking for volunteers to ensure our continuity and feedback for you to the Practice. Please let reception know if you are interested in joining the PPG. We also have a web address which is [boulthamppg@gmail.com](mailto:boulthamppg@gmail.com) . This is a non-medical email address where you can contact the PPG directly.

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#### Patient Survey

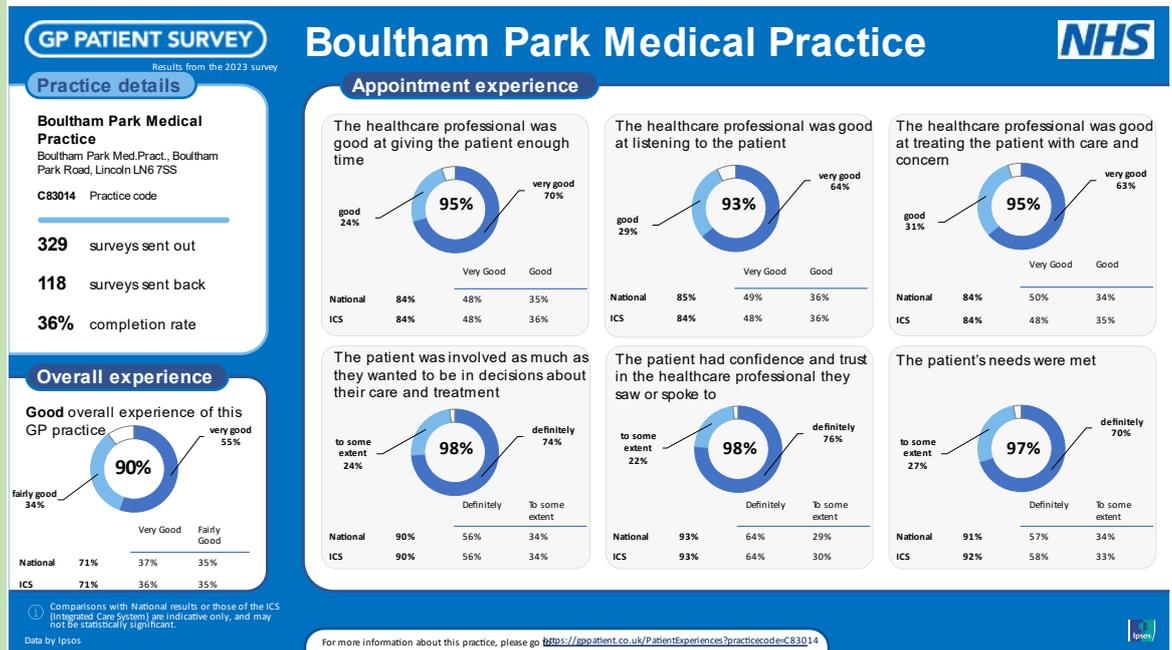
Here at Boultham Park Medical Practice we pride ourselves on having an excellent reputation for patient care and this was demonstrated in our most recent GP patient survey.

We are extremely pleased with the results with a good overall experience of the practice at 90%.

Whilst we are pleased with the overall results, and particularly the satisfaction with the overall level of care and support given by our staff from across the whole surgery, we are also aware of the disappointing results around telephone access.

Although we upgraded our telephone system barely 3 years ago at significant cost, the main cause issue is the 'early morning rush'. We are now working with our colleagues to look at potentially commissioning a new telephone system with yet greater functionality and if all goes to plan, we hope we may have a new solution in place by the end of this year.

Below is an example of the **Appointment Experience** results:



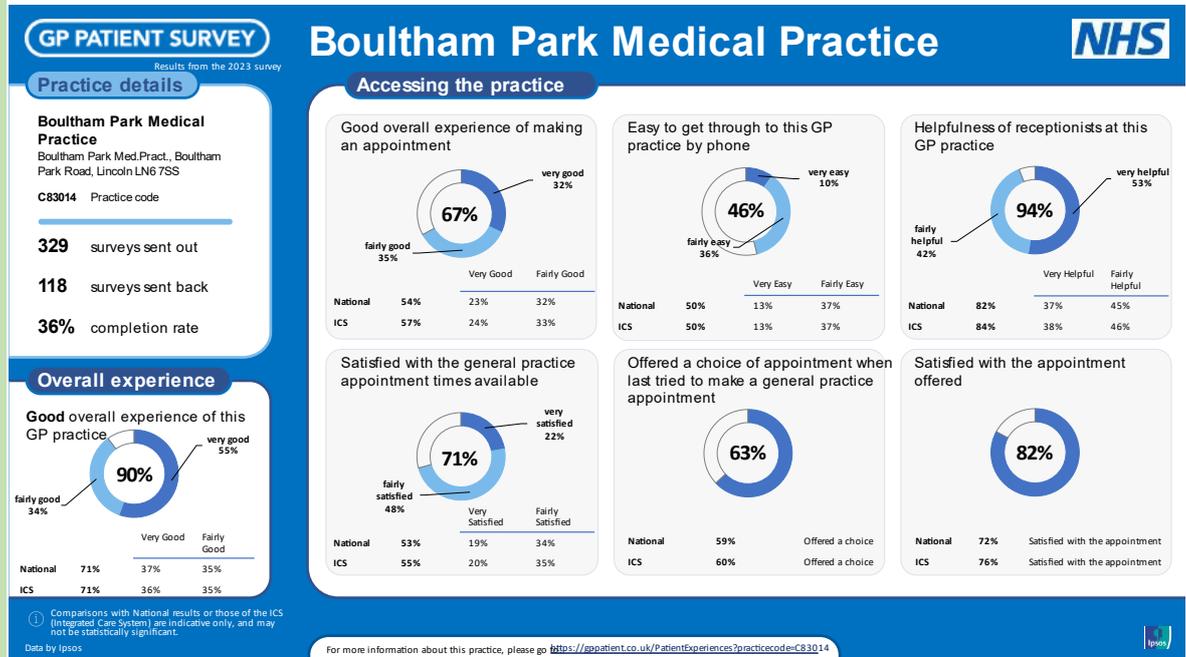


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Below is an example of the **Accessing the Practice** results:



## Staff Update

You may have noticed some different people in the Practice staff. Below is an update of our doctors:

Dr Jon Logie will be Leaving us in September to return to Australia with his young family.

Dr Susmita Basu (f) Has joined us as a salaried GP and has a wealth of experience.

Dr David Banjo (m) Has joined us as salaried GP following on from working some locum sessions for us in July.

Dr Marc Dodgson (m) has completed his training and will be staying on full time in the surgery.

Dr Mustapha (f) has now completed her training and will be leaving us in the middle of August to continue her career as a GP.

Dr Kathryn Hampton (f), GP Registrar, will be returning to the Practice for a short period covering mid-August to end September.



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#### Patient Participation Group

The PPG is urgently looking for new members to support the existing team. If you are interested in joining us then please let Kristy know via the Reception or email us. Kristy will let us know of your intentions. The PPG is run entirely voluntarily and meets every three months. In essence, the PPG acts like a 'voice' for the patients providing feedback to the Practice staff.

The key aims of the Boultham Park PPG are:

1. Create and improve two-way communication between patients, the Practice and the community it serves.
2. To bring a sense of partnership between Practice and patients.
3. Provide an avenue for patients' input in the way facilities and services are planned and executed, to add humanity to, and influence those services.
4. Provide constructive two-way feedback on patient and community needs, concerns and interests.
5. Support the Practice in good health promotions, preventative medicine and health literacy
6. Collect patient opinions and experiences to help the practice to evaluate its services.
7. Communicate to the practice community and/or the wider community information about the practice.
8. Liaise with the Optimus group of practices to share and develop best practice and/or resources.

**We are also looking towards providing a member of the PPG on certain days during surgery times so that any patient who wishes to speak with the PPG may do so but we need enough members to do this.**



If the PPG is not for you – there is always the Patient Reference Group – see the webpage for details or speak to Kristy.



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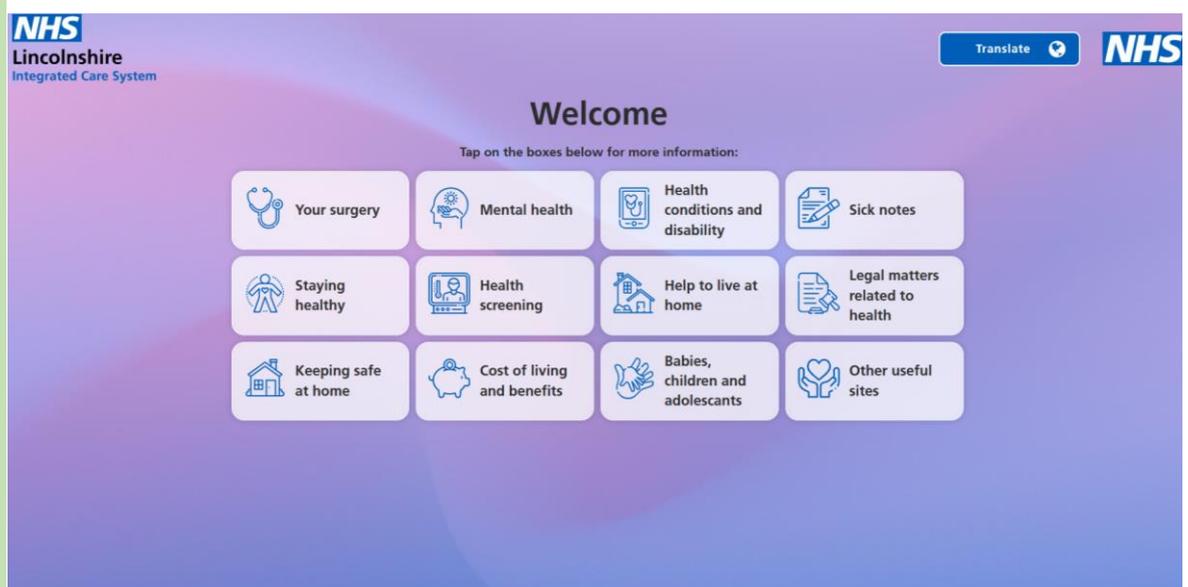
#### Health and Social Information Kiosk



You may have noticed a new information kiosk located in the practice waiting room. This has been provided by the NHS for everyone to use with helpful links to the following:

- Your Surgery
- Mental Health
- Health Conditions and Disability
- Sick Notes
- Staying Healthy
- Health Screening
- Help to Live at Home
- Legal Matters related to Health
- Keeping Safe at Home
- Cost of Living and Benefits
- Babies, children and adolescents
- Other useful Sites

The screen looks like this:



There is also a link to this on our practice website: [NHS Lincolshire Health and Social support Kiosk](#)



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#### Ways you can help yourself before visiting your GP

There are many ways you can help yourself before visiting your GP. Here are some examples of what you can do:



#### Pharmacy

Pharmacists are **trained medical professionals** who can help with many health conditions including:

- Earache
- Headaches
- Chickenpox
- Allergies and stomach upsets

Visiting your local pharmacy before booking an appointment with your GP is a fantastic way you can support your NHS. Most pharmacies are also open in the evening and weekends, so you can get expert advice, at the time you need it, close to home.



#### Eat Healthy and Move More

Staying active is good for your mind and your body! Regular exercise and healthy eating are key to looking after your health and wellbeing. There are loads of ways you can do this, from taking nice long walks in the Lincolnshire countryside to at-home online workouts. We've got some great advice on healthy eating and some fantastic ways you can stay active.

Take a look at the following web sites:

- [www.nhs.uk/live-well](http://www.nhs.uk/live-well)
- [www.oneyoulincolnshire.org.uk](http://www.oneyoulincolnshire.org.uk)

#### Keito Machine

Using the practice Keito kiosk which takes blood pressure, height and weight saves valuable appointments with the health care assistants, the information goes directly into your health record and is there for when you next visit the GP





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#### **Keeping Appointments!**



It's so important that you make and keep your health appointments, whether it's a routine appointment with a nurse/HCA or something you need to get checked by a doctor. It is vital that when you make these appointments you attend them. We want to deliver the best care to you so make sure you put your health first. If you cannot attend an appointment, please let us know so we are able to offer it to someone else.

#### **Funding for Prepayment Prescriptions for Care Leavers**

From 1 August 2023, NHS Lincolnshire ICB will fund prepayment prescription certificates for care leavers aged 18 to 25 years who are not entitled to free prescriptions under current exemptions.

Across Lincolnshire there is a strong commitment from agencies to deliver a consistently high-quality core offer of support for **Care Leavers**. This cohort of young people are known to experience additional challenge in terms of both health and well-being and financial disadvantage. Provision of free prescriptions for this vulnerable group will support both access to healthcare and a reduction in health inequalities, and reflects the goals and priorities set out by NHS Lincolnshire ICB.

Research provides extensive evidence of the negative mental and physical health issues, in both the short and long-term, for those who have experienced care when compared to their non-care experienced peers. Challenge in accessing appropriate healthcare and treatment can be compounded by the financial struggles experienced as young people leaving care face additional inequalities such as the financial constraints which may result as they move into independent living. Many of these young people do not have access to funds from extended family, supporting them with daily living costs; the additional cost of a prescription may cause further financial hardship and may result in the prescription not being collected and health needs not being met.

The current list of those exempt from prescription charges does not include care leavers. Those exemptions are listed below:

- Aged 16 – 18 in full time education.
- Who have a medical condition for which all prescriptions are free.
- On a low income.
- Who are (or are the partner of someone) in receipt of certain benefits including Income Support, Jobseeker's Allowance, Employment and Support Allowance, Universal Credit or Tax Credit.
- Who meet the NHS Low Income Scheme Requirements.
- Young people not in employment, education, or training.

The Barnardo's Leaving Care Workers/ Leaving Care Service will play a key role in assisting care leavers to identify whether they are already entitled to free prescriptions and supporting in the completion of the relevant application form. If the young person is eligible for free prescriptions under one of the national criteria, they may be exempt from other charges, such as dental treatment charges. Alternatively, the young person can apply for themselves by accessing the ICB website where the application form can be found: [Safeguarding - Lincolnshire ICB](#)



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#### Time Out Gambling Project



##### About Time Out from Gambling

Lincolnshire's Gambling Harm Stakeholder Group has been working with Double Impact to develop a website with information and resources to help raise awareness of gambling related harm and how individuals, their affected others and professionals can access advice and support.

Please visit [www.doubleimpact.org.uk/time-out-gambling-project](http://www.doubleimpact.org.uk/time-out-gambling-project)

#### Immediate Help, Support and Referral

If you or someone you know is showing signs of a gambling addiction or unhealthy gambling behaviours, or is in a crisis situation, please speak directly to a trained advisor via:

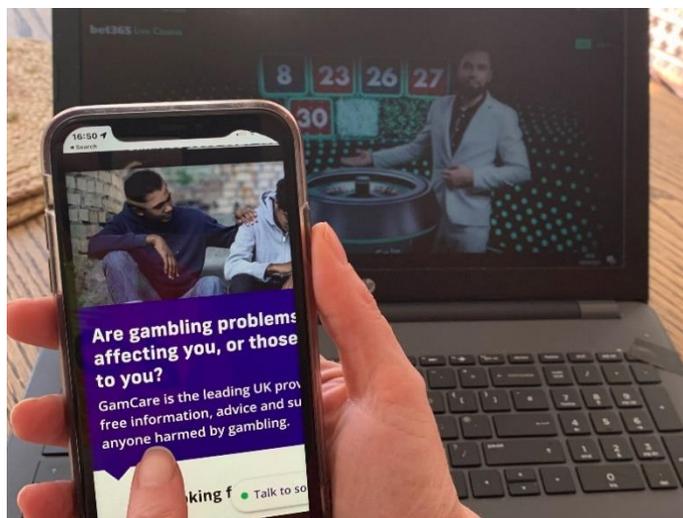
Phone: The 24/7 National Gambling Helpline on: [0808 8020 133](tel:08088020133)

Live Chat: [www.gamcare.org.uk](http://www.gamcare.org.uk)

Or by direct referral to GamCare East Midlands:

Email: [east.midlands@gamcare.org.uk](mailto:east.midlands@gamcare.org.uk)

Phone: 01522 274880





#### Active Mind

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#### Lincoln Hospital Blood Clinic

From the 7<sup>th</sup> August the blood clinic 7 at Lincoln County Hospital is no longer walk in

Phlebotomy appointments must be made electronically. Scan this QR code on your phone (using the camera) to be taken straight to the booking page.



Alternatively, call to book on 01522 573754 between 14:30 and 15:30 Mon-Fri



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#### Care Navigators



**Our reception team are now known as Care Navigators.**

What this means to you when making appointments:

- When you call the surgery asking for an appointment you will be asked for the nature of the appointment. This is so our care navigation team can direct you to the most appropriate service. We have several specialist practitioners here at the surgery who are trained to deal with specific conditions.
- First contact practitioner: Deals with all new musculoskeletal conditions, she can refer onwards if needed.
- Clinical Pharmacists: Deals with medication reviews and medication queries.
- You could also be offered a consultation with your local Pharmacy

(See next page for further information)



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#### Your consultation with an NHS Community Pharmacist

Our practice is working closely with local pharmacists to support you with certain minor health conditions.

It may be more appropriate to have your NHS consultation with a pharmacist instead of the GP practice. You can choose a pharmacy convenient to you and we will arrange this for you.

Pharmacists are experts in medicines who can support with a range of health concerns. They will let us know what happened at your consultation, and if you need any follow-up appointments.

#### What happens next?

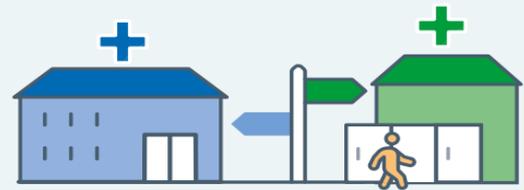
We will send your contact details and the information about your condition to the pharmacy you have chosen.



The pharmacist will contact you to arrange your consultation which will either be by phone or video call, or you can go into the pharmacy. The consultation will be confidential – anything you discuss will be kept private.



If you go into the pharmacy, let the counter staff know you have been sent by your practice and that you have arrived for a consultation with the pharmacist. All pharmacies have a confidential consultation room.



#### How will the pharmacist help?

Pharmacists are highly skilled healthcare professionals who can give health advice on a range of minor conditions and have trained in medicines for at least five years.

The pharmacist will review your symptoms. If they think you need to see another healthcare professional (like a GP or optician), they will help to arrange this.



The pharmacist can give medical advice and help you know how to manage your condition. If they think you need treatment for your symptoms, they may suggest a medicine that you can buy over the counter (without a prescription).

The pharmacist will record what happened at your consultation, including any medication you were given. They will share this with us to make sure your medical record is updated.



#### Which pharmacy can I have a consultation with?

You can choose to have your consultation with any available pharmacy providing the service.



#### How will we use your information?

We will only use your personal information when we need it to manage your care safely.



#### Where can I find out more?

You can find further information on the following websites:

[How your pharmacy can help \(www.nhs.uk\)](http://www.nhs.uk)  
[Find a pharmacy](#)





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#### Care Navigators

It is that time of year again when our flu campaign will soon be starting. You will be contacted to make an appointment. This may be by SMS message with a booking link or by telephone.

Flu vaccination is safe and effective. It's offered every year through the NHS to help protect people at risk of getting seriously ill from flu.

#### Why flu vaccination is important.

Flu vaccination is important because, while flu is unpleasant for most people, it can be dangerous and even life threatening for some people, particularly those with certain health conditions.

The best time to have your flu vaccine is in the autumn or early winter before flu starts spreading. But you can get your vaccine later.

#### Who can have the flu vaccine?

The below groups will be eligible for a flu vaccine from 1 September 2023:

- those aged 65 years and over
- those aged 6 months to under 65 years in clinical risk groups (as defined by the [Green Book, chapter 19 \(Influenza\)](#))
- pregnant women
- all children aged 2 or 3 years on 31 August 2023
- primary school aged children (from Reception to Year 6)
- those in long-stay residential care homes [\[footnote 1\]](#)
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline workers in a social care setting without an employer led occupational health scheme including those working for a registered residential care or nursing home, registered domiciliary care providers, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants



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#### Where to get the flu vaccine

You can have the NHS flu vaccine at:

- your GP surgery
- a pharmacy offering the service – if you're aged 18 or over
- some maternity services if you're pregnant

Sometimes, you might be offered the flu vaccine at a hospital appointment.

If you have a flu vaccine at any NHS service except your GP surgery, you do not have to tell the surgery to update your records. This will be done for you. If you've been given a flu vaccine privately, or through an occupational health scheme, you can tell your GP surgery if you would like it added to your NHS record.

Subject to vaccine availability we are hoping to run our first over 65's flu clinic on Saturday 16<sup>th</sup> September and our first 16-64 clinically at risk group clinic on Saturday 30<sup>th</sup> September.

Note - This year's NHS flu campaign does NOT include patients in the age group 50-64 AND who are NOT in a clinical risk group.