

Boultham Park Medical Practice

Newsletter

Spring Edition 2024

Editorial

Welcome to this Spring 2024 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.

I would recommend that you take a look at the section: **Who Do I see?**

This will advise you on this excellent addition to the Practice webpage and how it will benefit you and others who use Boultham Park Medical Practice.

Also, there is information on how to log on for:

Non-urgent medical appointments or **administrative queries** via Accurx.

These are very useful tool for those who have a computer or smart phone.

Finally, I would like to ask if anyone is interested in supporting the Boultham Park Medical Practice by **joining the Patient Participation Group** to please contact Kristy Perkins, Practice Manager. There is also more information about the PPG on the surgery webpage.

Do not forget to check out our surgery Facebook and web page for more useful information.

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Boultham Park Run



What is the Lincoln park run?

It is a free 5km community run around Boultham Park which is just over three miles. That is three times round the park.

When is it?

Every Saturday morning starting at 9:00 am.

What does it cost to join?

Nothing! It is free but you do have to register before your first run and bring a printed copy of your personal barcode. Go to the website for more information and to register. <https://www.parkrun.org.uk/lincoln/>

How fast do you have to be?

Everyone goes for their own enjoyment. Many run but there are many people who walk the route. But the best thing is that everyone is very supportive. Young, old, fitness fanatics and those just starting out.

Supported by Volunteers.

The parkrun is able to exist because of the excellent support of their volunteers. They line the course so you cannot get lost, check you in and through the finish line and give you shouts of support as you go round the course. Every week you will receive an email with your time so you can track how you are improving.

You have nothing to lose – it is free and will help you towards that healthier lifestyle!

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Who Do I See?

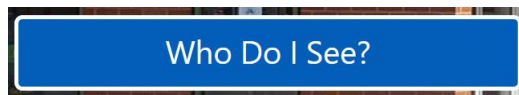
This section is only applicable to those who use a computer or Smart phone.

Have you ever wondered who to see when you have a medical problem? Do you wonder whether you should see the Pharmacist or Practice Nurse or even your GP Doctor.

Unfortunately, we are in the habit of asking to see the GP Doctor but that's not always necessary and can lead to unnecessary delays due to limited appointment availability.

This is why our receptionists are trained to ask relevant questions about your condition before they book you an appointment. Then the appointment may be with an appropriate medical professional who may not be your GP Doctor.

However, there is a new area on the Practice webpage which you can use to help signpost the appropriate person to see rather than waiting for someone to answer your telephone call. This area is called:



The button is located at the top of the webpage and you simply click on it to access information on '**Who is the best Healthcare Professional to see**' and this is followed by an alphabetical list of conditions. You then scroll to the condition that you are suffering from and click on it.

You will then see the relevant advice for your condition and who to see. There is also a link to the NHS webpage for further helpful information. Try it now and check it out!

Please note that this area is continuously being updated to ensure it is up to date.



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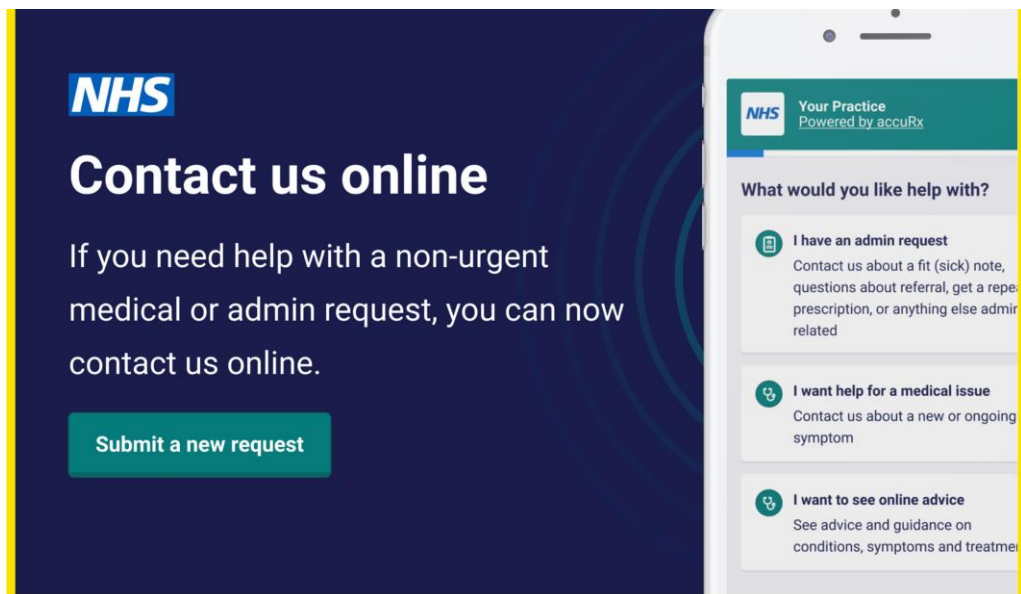
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Booking a Non-Urgent Appointment?

This section is only applicable to those who use a computer or Smart phone.

Following on from the previous subject, there is also a new area on the Practice webpage where you can book a non-urgent appointment. Alternatively, you can ask an administrative question such as requesting a sick note or obtaining medical results.



When you use this area and submit it to the Practice, the request is then triaged to ensure that the correct response is sent back to you.

This system is called **Accurx** and is easy to use.

A step-by-step guide on how to use this facility is attached at the end of this newsletter. The guide is split into three sections:

1. How To Log on to Register for Non-Urgent or Admin Query
2. Medical Request via Accurx
3. Administrative Queries via Accurx

Integrated Care Board (ICB) News?

What is an ICB?

Formally known as the CCG (Clinical Commissioning Group), an Integrated Care Board (or ICB) is a statutory NHS organisation which is responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services *in a geographical area*. In our case – Lincolnshire.

Nationally, the expectation is that ICBs will:

- Improve outcomes in population health and healthcare.
- Tackle inequalities in outcomes, experience and access.
- Enhance productivity and value for money.
- Help the NHS support broader social and economic development.

BOWEL CANCER

We are keen to collect feedback from individuals who have completed screenings and tests for bowel cancer and have received a diagnosis confirming they are clear of bowel cancer. Many individuals are directed to the Rapid Access Colorectal Pathway by their GP to explore recent symptoms and eliminate the risk of bowel cancer. This pathway may involve multiple tests, including colonoscopy, CT scans, gastroscopy, barium meals, among others. If you have experienced these tests and was not diagnosed with bowel cancer, we would appreciate hearing from you. Your feedback will help us in identifying additional information that could be beneficial in supporting you and others in similar situations. Your input on the following questions will be invaluable in helping us enhance the support system for others who undergo the same journey. We have a number of questions about the hospital you visited, including whether you received adequate support and information to assist you and your family during the tests and investigations. Please answer as many questions as you can. Your feedback on your experience would be greatly appreciated. Should you wish to discuss your experiences with a team member, need assistance completing the survey, require a different format, need the survey in another language please reach out to the Engagement Team at the NHS Lincolnshire Integrated Care Board via email at licb.involveus@nhs.net.

BOWEL CANCER SURVEY

Have you had tests for bowel cancer?

Have you been recently referred on to the Rapid Access Colorectal Pathway (tests for bowel cancer) by your doctor to rule out the possibility of a Bowel cancer? Discover how your views and experiences can help and support other people that have those tests too!

We are looking for people who have been through tests such as colonoscopy, CT scan, gastroscopy or barium meal; and received a diagnosis confirming they are clear of bowel cancer.

[Click here to complete the survey](#)

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Patient Experience of NHS Services

Patients are our best witnesses of healthcare. Being centre of the healthcare process, you observe almost the whole process of care, meaning that you can provide invaluable insights into the quality and delivery of care. By telling us about your experiences it can help improve services for both you - the patient, and those delivering services.

EXPERIENCES OF USING NHS SERVICES

Have you or someone you cared for recently used NHS services?

We would like to hear from patients and groups from all communities, towns and villages across Lincolnshire to help us understand your experiences in using NHS services.

[Click here to complete the survey](#)

Involvement Opportunity

PAIN MEDICATION & PAIN MANAGEMENT PROJECT PATIENT CO-PRODUCTION GROUP

Back in 2023, we asked people to take in a survey that included the specialist area of pain and pain management. Whilst completing the survey we asked people to express an interest in pain and pain management and taking part in other activities. Lincolnshire has a Medicine Optimisation programme of work and one element is pain medication and pain management. To assist the work further, the project team have asked that more work is co-produced and shaped with patients who have lived experience of pain medication and pain management. Our project team, mostly healthcare professionals, would like to work together with members of the public through a series of meetings to shape future services and understand the everyday challenges that patients face. We call this co-production. We want to work with people who are able to spare some time over a number of workshops and meetings and we were hoping that you would like to be a part of this.

For further information please visit:

['Let's talk' health and wellbeing Lincolnshire - Lincolnshire ICB](#)

Hay Fever



Hay fever is the most common seasonal allergy, affecting one in five of us at some point in our lives, and the symptoms can make life very difficult for sufferers. It can come and go at any time in life so for those that haven't had it before it can take us by surprise.

But it doesn't have to stop you from enjoying the warmer weather outdoors. Your local community pharmacist can recommend treatments to ease the symptoms.

Hay fever is caused by an allergic reaction to pollen and the hay fever season lasts for several months, with tree pollen released in the spring, grass pollen in late spring and summer, and tree pollen in the autumn. Symptoms can include sneezing, coughing, a runny or blocked nose and itchy eyes, mouth, nose and ears. This is due to pollen causing the nose, eyes, throat and sinuses to become swollen, irritated and inflamed.

Although there is no cure for hay fever, there are many over-the-counter remedies available from your local pharmacy to help make life, and the condition, easier to manage during the summer months. Pharmacists are fully trained healthcare professionals who can offer useful advice on treatments for hay fever, such as antihistamine tablets, nasal sprays and eye drops.

Antihistamines are commonly used for hay fever. They block the action of the chemical histamine, which the body releases when it thinks it is under attack from an allergen like pollen. For those already taking regular medication, pharmacists can advise on the most appropriate treatments that won't interact with the regular medications.

As well as seeking advice from your local pharmacist to ease its symptoms, sufferers can take some basic precautions to help minimise the effects of hay fever, including applying a small amount of Vaseline (petroleum gel) below the nostrils to trap pollen grains, and wearing wraparound sunglasses to stop pollen getting in the eyes.

It's also a good idea to take a shower and change your clothes after being outdoors, and try to stay indoors when the pollen count is particularly high (over 50 grains per cubic metre of air). The pollen count is usually reported on the daily weather report.

To find your nearest pharmacy visit [Find a pharmacy – NHS \(www.nhs.uk\)](https://www.nhs.uk) and put your postcode in the search box, along with the service you need.

For more information about treating hay fever, visit [Hay fever – NHS \(www.nhs.uk\)](https://www.nhs.uk).

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Making the Most of Outdoors



During the Bank Holiday weekend many parents will be making the most of the outdoors. If your children are like most, they are probably chasing each other around the garden using more energy than you can muster. But with all that energy and excitement flowing there's bound to be a fall, scrape or even a bump to the head, so it's best to be prepared!

It is not uncommon for children to have accidents while playing at home, most accidents are minor and can be treated at home with a first aid kit and lots of hugs. But when was the last time you checked your first aid kit?

Self-care is often best for cuts, scrapes and grazes. With all the minor accidents that happen over the summer months, it's a good idea to check your first aid kit to make sure it is stocked up. There's nothing worse than getting out the first aid kit to discover you've run out of plasters or antiseptic wipes. Your local pharmacy can advise you on treatment for minor injuries and over the counter medicines that are safe for your child.

A typical first aid kit should include antiseptic to clean cuts before they are dressed. Most can treat a range of conditions, including insect stings, ulcers and pimples. Plasters will help to keep the area dry and protected but make sure you have sterile dressing for larger injuries too. This will help to prevent infection until treatment can be given by a health professional, in the rare instances that is needed.

Keep a good stock of elasticated bandages to help support a sprained wrist or ankle and apply direct pressure to larger cuts. Cooling gel packs or flannels dipped in cold water are good to use as a compress, as well as an eye-wash solution that can help to wash out grit or dirt from the eyes.

Seek medical help if your child has had a knock or bump to the head that has caused mild dizziness and a headache to get worse. NHS 111 online can offer advice 24 hours a day, seven days a week and advise you of the best place to go if you're unsure.

For more information about [what to do if your child has an accident – NHS \(www.nhs.uk\)](https://www.nhs.uk).

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LIFE



Wednesday 17 April saw the launch of the Better Lives Lincolnshire Integrated Care System's (ICS) Research and Innovation Hub at the Lincoln Medical School, based at the University of Lincoln, which was attended by over 90 representatives.

Those in attendance were from all sectors from NHS organisations, local authorities, the universities and the voluntary sector. They heard inspirational presentations about the importance of research and innovation in the development of health and care not only in Lincolnshire but nationally as well.

In addition to the event the first ICS Research and Innovation Strategy was presented, and a new web presence was unveiled which contains information for the Lincolnshire public about the importance of research and innovation and the opportunities that are available across Lincolnshire for everyone to be involved in.

On the website you can also see a series of videos from people who have taken part in projects and hear first hand how research really can make a difference to the lives of people in Lincolnshire.

Research and innovation help to provide the evidence needed to make changes to services so that they can continue to improve. The Research and Innovation Hub is part of Lincolnshire Improvement for Everyone (LIFE) which strives to make continual improvements to the services received by the people that live and work in Lincolnshire.

Dr Sunil Hindocha, Medical Director for the Integrated Care Board said:

"It was amazing to see so many people at the launch of the hub and the enthusiasm for research and innovation in Lincolnshire shows how committed we are all to improving the health and wellbeing outcomes for everybody in the county.

We heard of some great ideas on how research has helped in the development of new ways of delivering health and care. Anyone who is interested in getting involved should visit the website and sign up to take part."

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We are looking for more people to join our research and innovation registry. **Simply visit <https://bit.ly/RISignUp> and sign up**, we will keep your details on our registry and get in touch when we have something that might be of interest to you. We will send you further details and then give you the opportunity to get involved if you want to. Depending on what you select, will depend on how often we get in touch.

For more information about the project visit [Lincolnshire Research and Innovation Hub](#).

Bank Holiday Prescriptions

With the May Bank Holiday taking place on Monday 27th May, we would like to remind patients to order repeat prescriptions in plenty of time.

It is helpful to take a few minutes to consider what prescriptions need to be ordered and collected, particularly at busy times of year like bank holidays.

Patients are asked to ensure they renew any regular prescriptions and collect medication before the holidays start, as running out of daily medication over the bank holiday weekend could have serious consequences, especially for patients who rely on their prescriptions to control heart and breathing problems.

It is particularly important for people with long-term health problems to ensure they don't run out of their daily medication, as it is often an important part of their treatment. Running out of a regular medication could risk complications.

This is why we are reminding patients, their families and carers to check now that they have enough daily medication to see them through. If they don't, they should call into their pharmacist or local GP surgery in good time.

If you become unwell over the bank holiday period or need medical advice when your GP surgery is closed, GP out-of-hours services can be accessed by visiting [NHS 111 online](#) or calling 111 free of charge.

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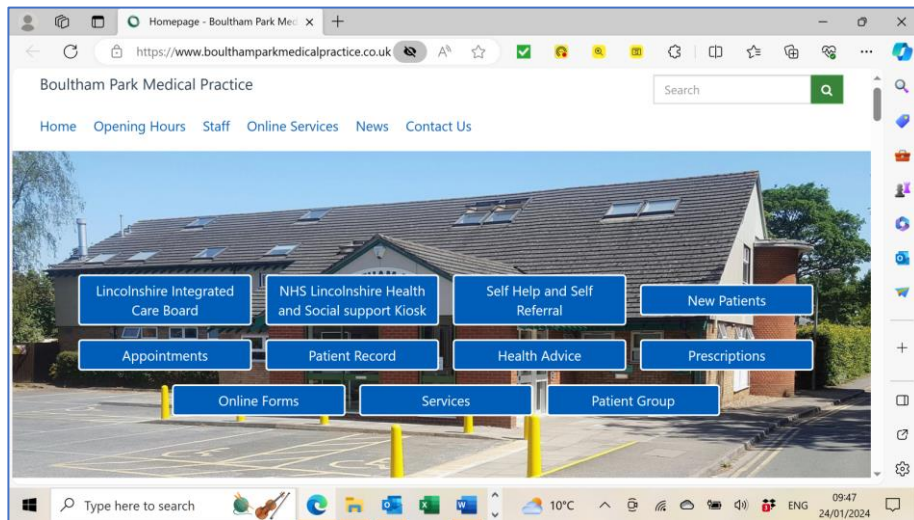
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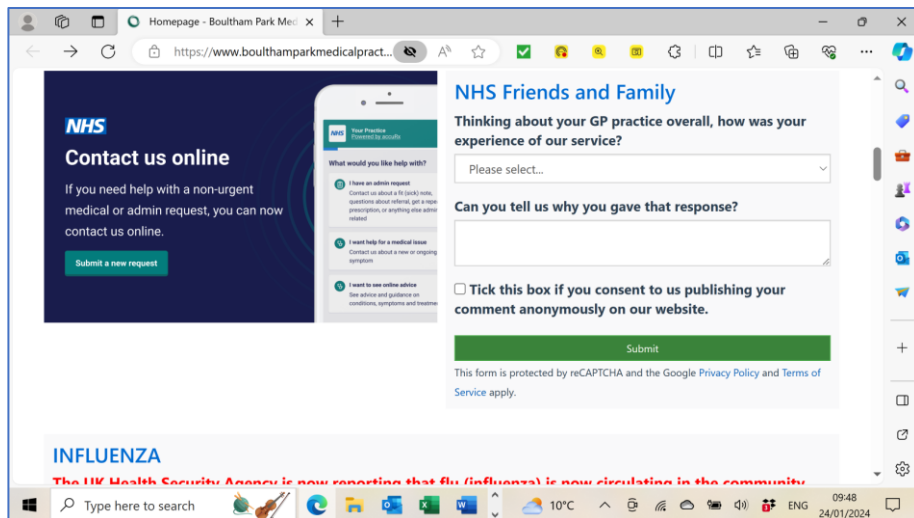
How to Log on to Register for Non – Urgent Appointments or Administrative Queries Via Accurx

1. Access Boultham Park Medical Practice home page:

www.boulthamparkmedicalpractice.co.uk



2. Scroll down the web page until the following screen is displayed showing 'Contact us online':

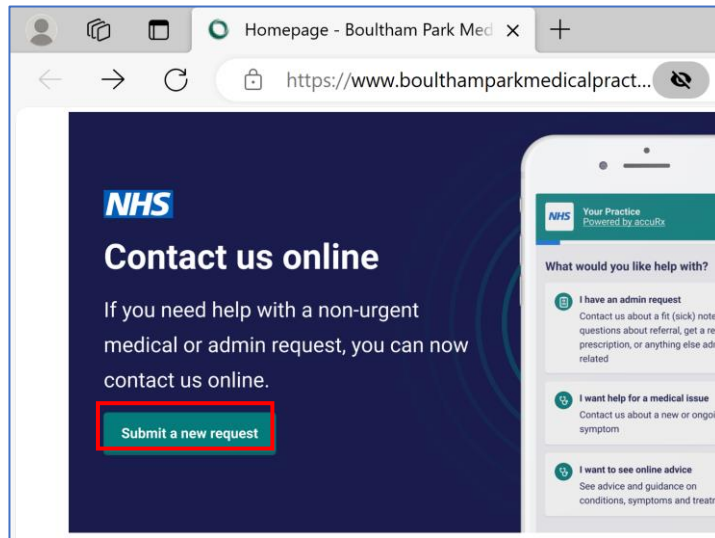


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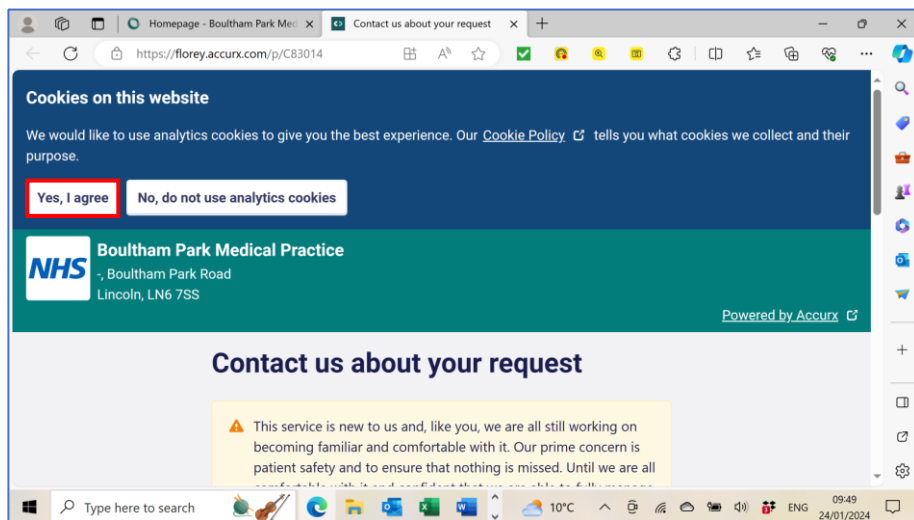
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3. Click on **<Submit a new request>** green button. (Highlighted in red)



4. The following screen is displayed with the 'Cookies' message. As this is a known web page please click on **<Yes, I agree>** button. (Highlighted in red)



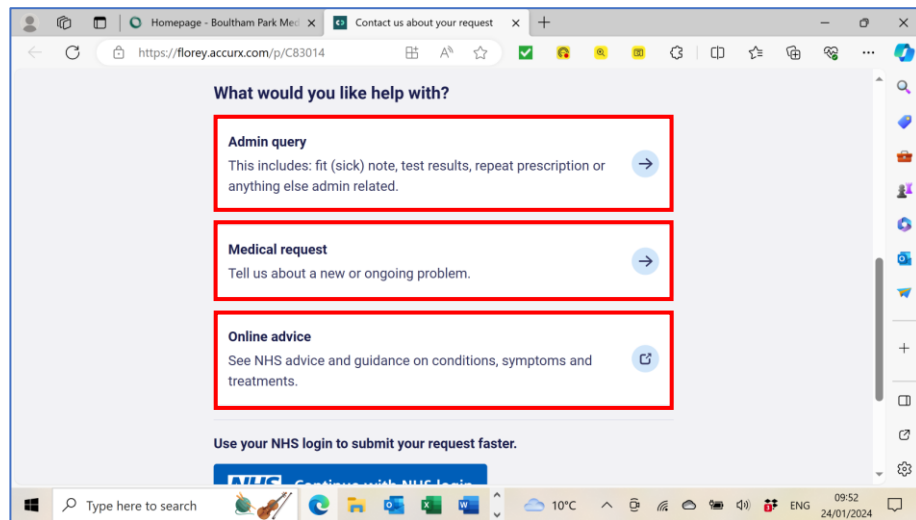
5. The page displayed is **'Contact us about your request'** and you will need to scroll down to see further options. The text with the yellow background contains important information so please read it.

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6. Scroll down and you will see this displayed:



7. You need to decide whether you want:

- a. An admin query
- b. A Medical request
- c. Online advice

The **<Admin query>** button and the **<Medical request>** button give you options that will take you to screens you will need to complete. *Please see separate training notes for these.*

The **<Online advice>** button leaves the Boultham Park Medical Practice web page and gives you access to the **NHS UK web page**.

(All three buttons are highlighted in red in the screenshot above)

Turn over to reveal further instructions

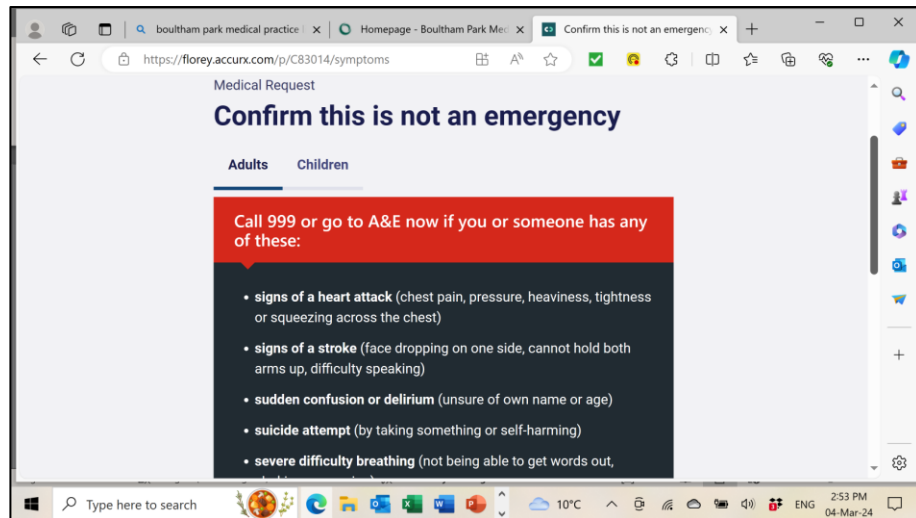
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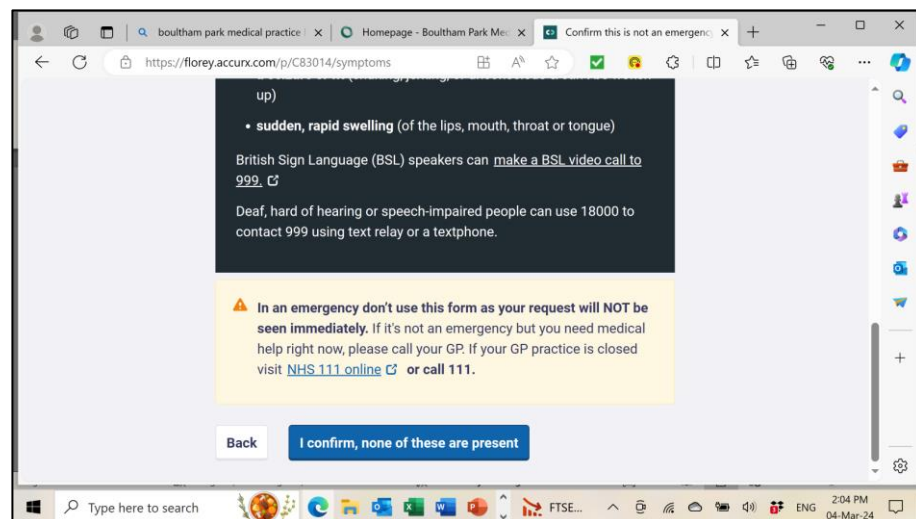
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How to enter a Medical Request Via Accurx

1. Once you have logged on to Register for Non – Urgent Appointments or Administrative Queries Via Accurx (See previous) and have selected the <Medical Request> button you will see the following screen displayed:



2. You will probably have to scroll down to see all of the information:



3. Ensure you read the list.
4. To continue, you will need to click the <I confirm, none of these are present> button.

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5. The following screen will then be displayed:

Medical Request

Medical problem

Make it clear if you are filling this in on behalf of someone else.

Please describe the medical problem
For example, I have back pain

Type response here

500 characters remaining

+ Attach a photo (optional)

How long has this been going on for? Is it getting better or worse?
For example, 2 weeks, it is getting worse

6. Complete all the fields and ensure you make it clear if you are completing the form on behalf of someone else. You will have to scroll down to view all the fields. Be as clear as possible with your answers. There is a function to attach a photograph if you have one. **This is optional.** Follow the instructions online to upload the photograph.

How would you like us to help?
For example, I would like help to manage my pain

Pain Management

485 characters remaining

Please tell us the best times to contact you (optional)
We can't guarantee a time and will only contact you during practice opening hours

Any time

492 characters remaining

Back Continue

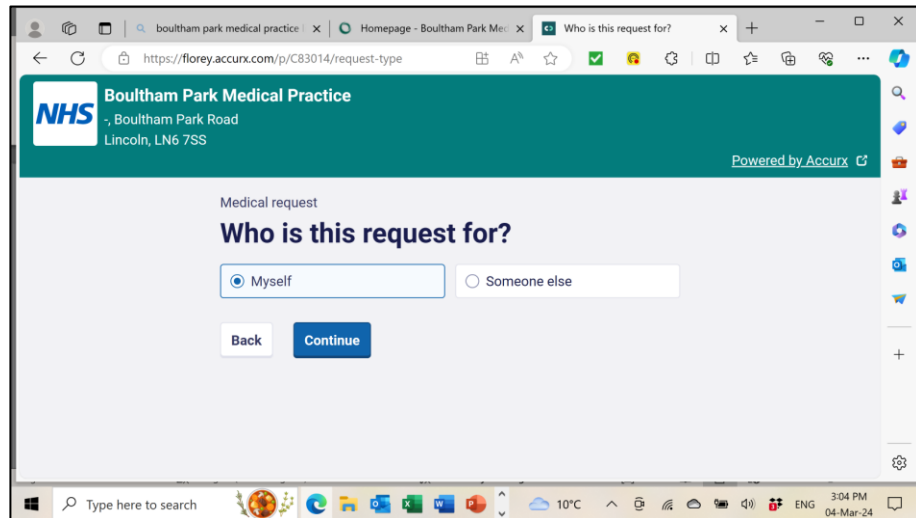
7. All fields allow 500 characters.

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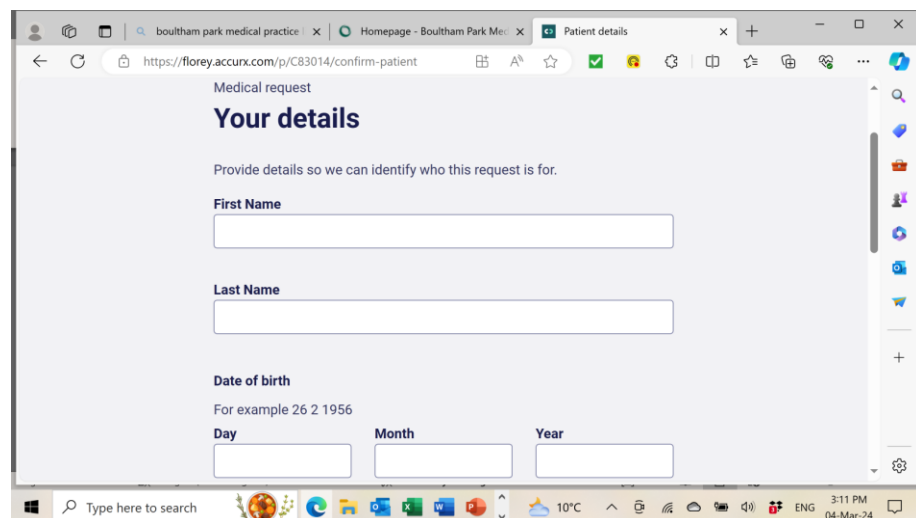
8. Once all fields have been completed you can click on <Continue>



The screenshot shows a web browser window displaying the NHS Boultham Park Medical Practice website. The page is titled "Medical request" and "Who is this request for?". There are two radio button options: "Myself" (which is selected) and "Someone else". Below the options are "Back" and "Continue" buttons. The browser's address bar shows the URL "https://florey.accurx.com/p/C83014/request-type". The system tray at the bottom indicates the date is 04-Mar-24 and the time is 3:04 PM.

9. Select the relevant option and click <Continue>. If you are completing a Medical Request for someone else then you will need their details on the next screen as well as your own. Please have them available. You will need:

- First Name and Last Name
- Date of Birth
- Sex
- Relationship to you
- Their Postcode
- Mobile Number



The screenshot shows a web browser window displaying the NHS Boultham Park Medical Practice website. The page is titled "Medical request" and "Your details". It asks the user to "Provide details so we can identify who this request is for." There are three main sections: "First Name" with a text input field, "Last Name" with a text input field, and "Date of birth" with a sub-section for "For example 26 2 1956" containing three input fields for "Day", "Month", and "Year". The browser's address bar shows the URL "https://florey.accurx.com/p/C83014/confirm-patient". The system tray at the bottom indicates the date is 04-Mar-24 and the time is 3:11 PM.

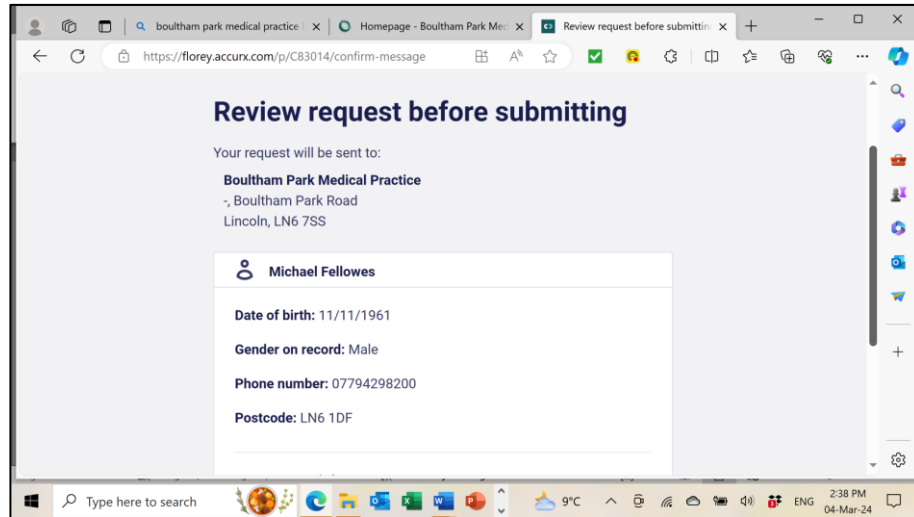
10. Complete all the fields and click <Continue>

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11. Once you have completed all the fields the following screen will be displayed:



12. Scroll down and check all the information is correct

13. At the bottom of the screen click on <**Submit Request**>. You will be contacted by the Practice.

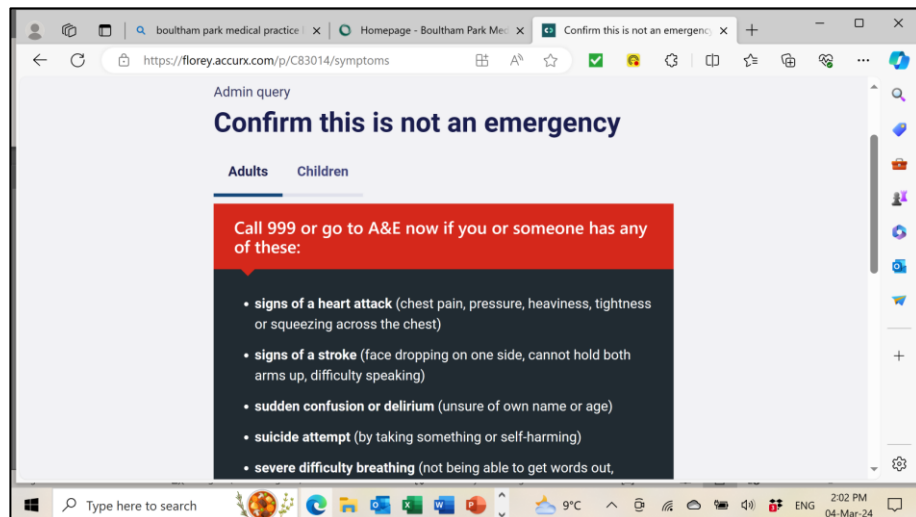
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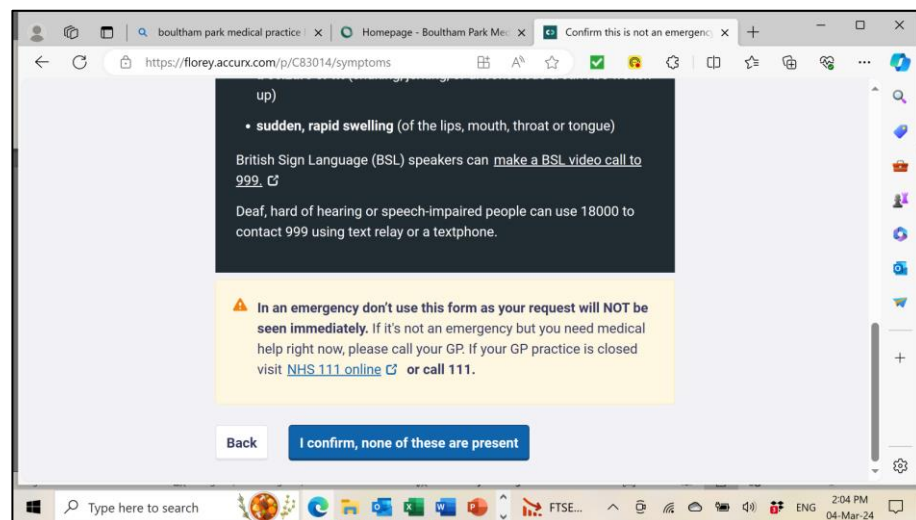
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How to Enter Administrative Queries Via Accurx

1. Once you have logged on to Register for Non – Urgent Appointments or Administrative Queries Via Accurx (See separate training document) and have selected the <Admin Query> button you will see the following screen displayed:



2. You will probably have to scroll down to see all of the information:



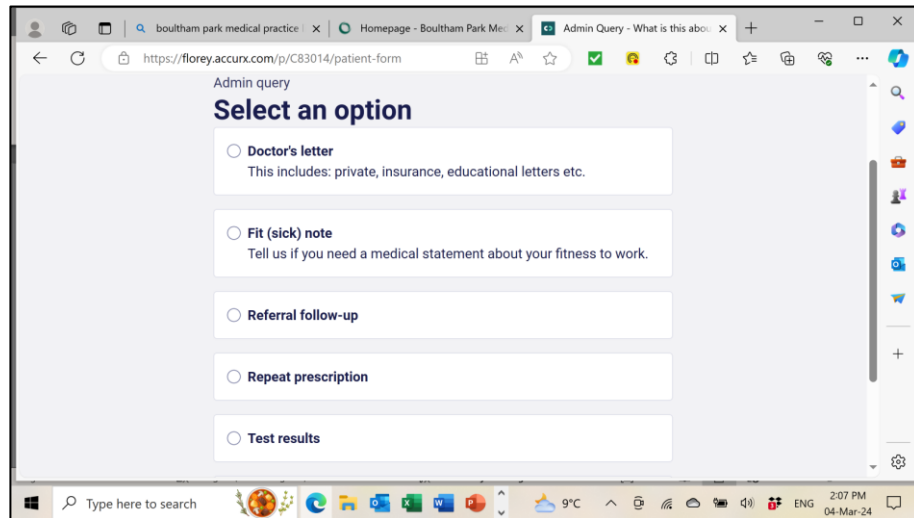
3. Ensure you read the list.
4. To continue, you will need to click the <I confirm, none of these are present> button.

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5. The following screen will then be displayed:

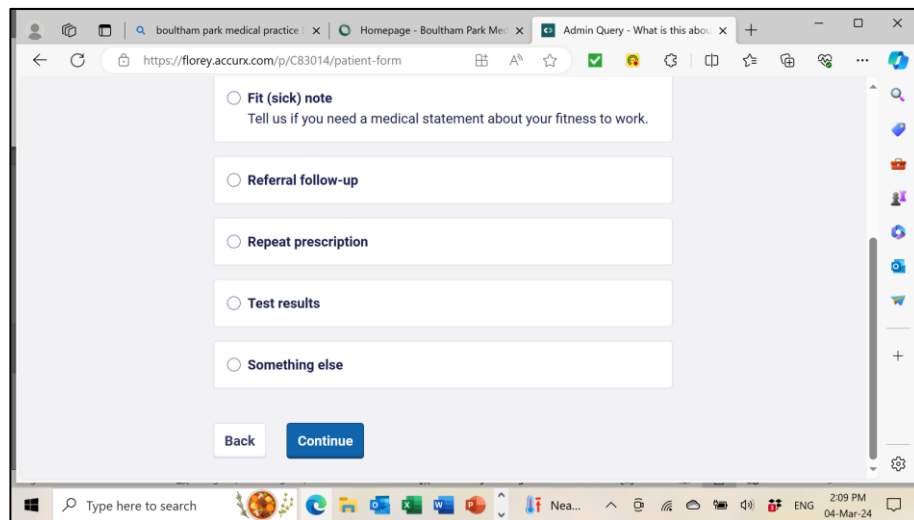


The screenshot shows a web browser window with the URL <https://florey accurx.com/p/C83014/patient-form>. The page title is "Admin query" and the main heading is "Select an option". There are five radio button options listed:

- Doctor's letter**
This includes: private, insurance, educational letters etc.
- Fit (sick) note**
Tell us if you need a medical statement about your fitness to work.
- Referral follow-up**
- Repeat prescription**
- Test results**

The Windows taskbar at the bottom shows the time as 2:07 PM on 04-Mar-24.

6. Again, you will probably have to scroll down to view all the options.



The screenshot shows the same web browser window as in step 5, but the page has scrolled down. The "Fit (sick) note" option is now selected. Below the options, there are two buttons: "Back" and "Continue".

The Windows taskbar at the bottom shows the time as 2:09 PM on 04-Mar-24.

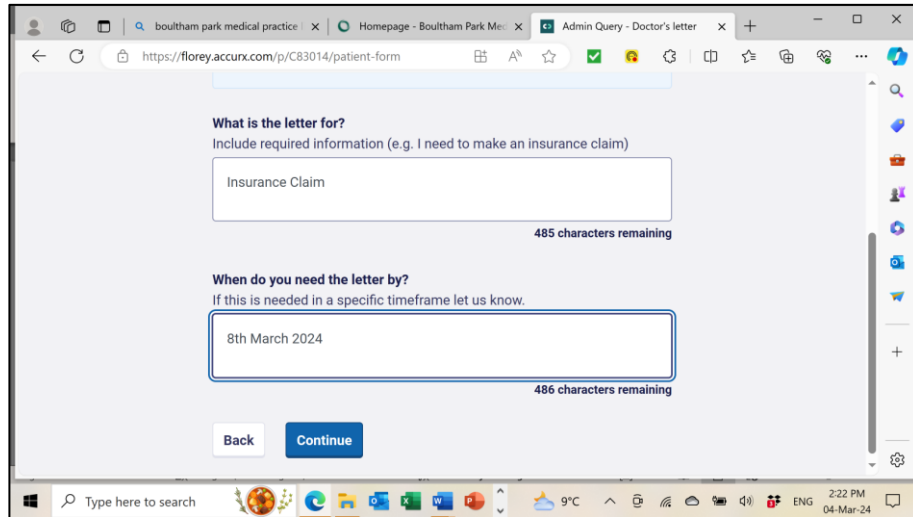
7. Select the relevant option and click on <Continue>

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8. Please note that the following steps display using the 'Doctor's Letter' option. The process for all Admin Query options is similar – it is the questions that are different. If you see a field with a down arrow displayed in it, use this to select from a drop down list

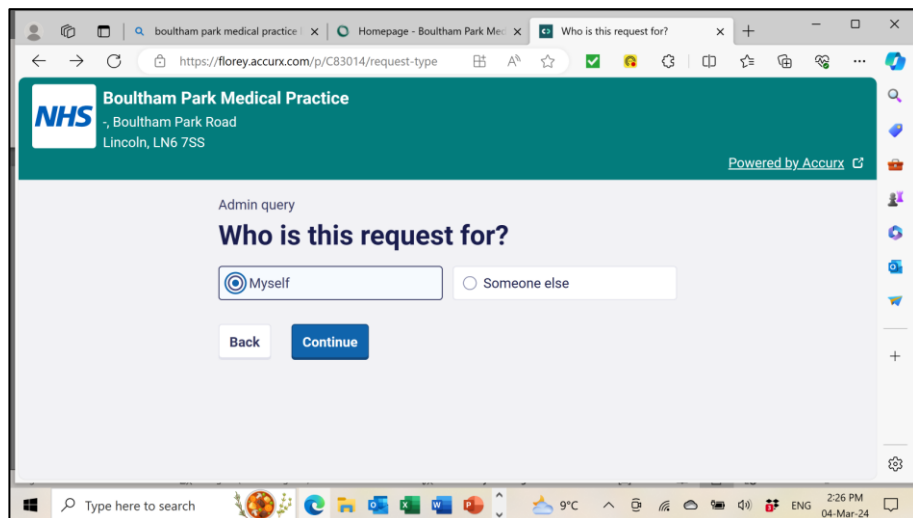


The screenshot shows a web browser window with the URL <https://florey.accurx.com/p/C83014/patient-form>. The page title is 'Admin Query - Doctor's letter'. The form contains two main sections:

- What is the letter for?** (Include required information (e.g. I need to make an insurance claim))
Text input field: Insurance Claim
485 characters remaining
- When do you need the letter by?** (If this is needed in a specific timeframe let us know.)
Date input field: 8th March 2024
486 characters remaining

Buttons: Back, Continue

9. The first screen will ask for a reason behind the query and in this example, the date it is required. Complete the relevant fields. You have 500 characters available and please use dates where necessary.
10. Once completed, click <Continue> and this will take you to the next screen to be completed



The screenshot shows a web browser window with the URL <https://florey.accurx.com/p/C83014/request-type>. The page title is 'Who is this request for?'. The form includes a header for 'Boultham Park Medical Practice' and the NHS logo. The main content area asks 'Admin query' and 'Who is this request for?' with two radio button options: 'Myself' (selected) and 'Someone else'. There are 'Back' and 'Continue' buttons at the bottom.

11. Select the relevant option and click <Continue>.

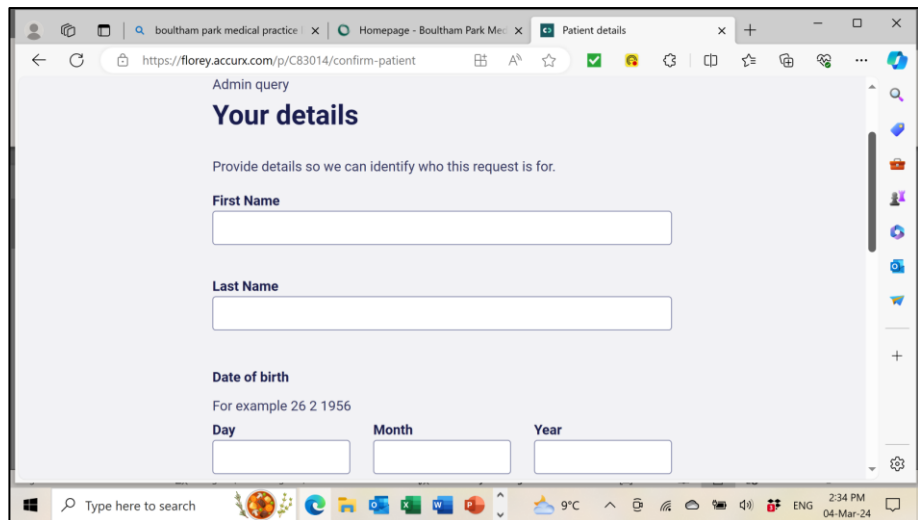
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12. If you are completing any Admin Query for someone else then you will need their details on the next screen as well as your own. Please have them available. You will need:

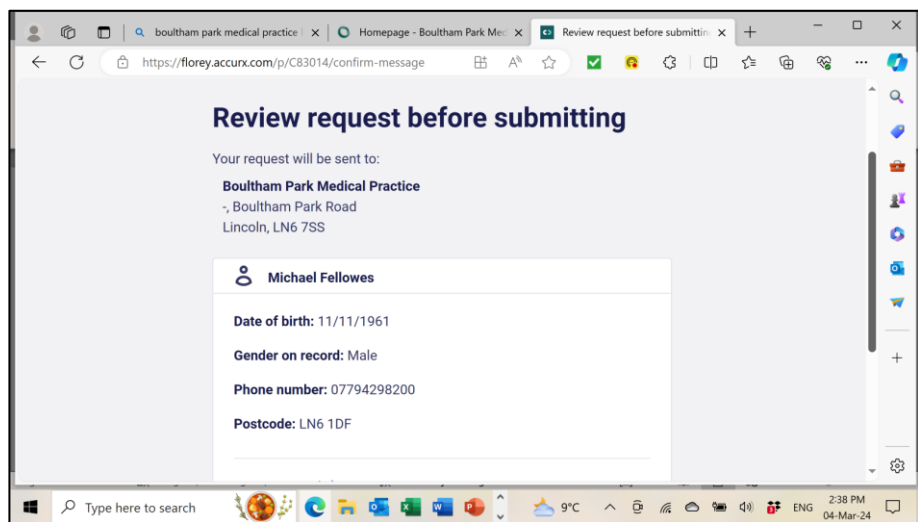
- First Name and Last Name
- Date of Birth
- Sex
- Relationship to you



The screenshot shows a web browser window with the URL <https://florey accurx.com/p/C83014/confirm-patient>. The page title is "Admin query" and the main heading is "Your details". Below the heading, it says "Provide details so we can identify who this request is for." There are three input fields: "First Name", "Last Name", and "Date of birth". The "Date of birth" field is split into "Day", "Month", and "Year" sub-fields. An example "26 2 1956" is provided. The Windows taskbar at the bottom shows the date as 04-Mar-24 and the time as 2:34 PM.

13. Complete all the fields and click <Continue>

14. Once you have completed all the fields the following screen will be displayed:



The screenshot shows a web browser window with the URL <https://florey accurx.com/p/C83014/confirm-message>. The page title is "Review request before submitting". It displays the recipient information: "Your request will be sent to: Boultham Park Medical Practice, Boultham Park Road, Lincoln, LN6 7SS". Below this, a patient profile is shown for "Michael Fellowes" with the following details: "Date of birth: 11/11/1961", "Gender on record: Male", "Phone number: 07794298200", and "Postcode: LN6 1DF". The Windows taskbar at the bottom shows the date as 04-Mar-24 and the time as 2:38 PM.

15. Scroll down and check all the information is correct.

16. At the bottom of the screen click on <Submit Request>. You will be contacted by the Practice.

Boultham Park Medical Practice

Newsletter

Spring Edition 2024

New BP Machine



We now have a new BP machine in the practice to replace the Keito machine which unfortunately did not function properly.

This is available for patients to come in and use at their convenience.

We advise patients to sit for 5 Minutes before using the machine and not to move or speak whilst the reading is being taken. This ensures a more accurate reading.

Please then take your ticket to reception with your name and date of birth on.

Boultham Park Medical Practice

Newsletter

Spring Edition 2024

Armed Forces Veterans



Boultham Park Medical Practice are proud to have started work on becoming an Armed Forces Veteran Friendly practice. If you served in the Armed Forces, if even for one day, there is a whole host of additional NHS services available to you, so please do let us know.

Top Tips

1. It is important to register with a GP, rather than wait until you need treatment. Visit the NHS website at www.nhs.uk to find details of GP practices in your local area.
2. If you recently left the forces, it is important to give your GP the paperwork that your military medical centre gave you, including any medical records. This will help to make sure your military health record transfers to your NHS health record. This will also give your GP information on your health and ensure any ongoing care and treatment is continued.
3. Regardless of when you left the military, tell your GP that you served in the UK Armed Forces. This will help your GP to better understand any military related health conditions that you may have and ensure that you are referred, where appropriate, to dedicated services for veterans.

This includes the specialist mental and physical health services, OP COURAGE: the Veterans Mental Health and Wellbeing Service and the veterans Trauma network. When using these services you will be able to speak to people who:

- a. Understand the Armed Forces and military life.
 - b. Are either from the Armed Forces community or highly experienced in working with serving personnel, reservists, veterans and their families.
 - c. Will work with you to make sure you get the right type of specialist care, support and treatment.
 - d. Work closely with a range of organisations and charities, including military charities, to support your wider health and wellbeing needs.
4. With your agreement, it can sometimes be helpful for your doctor to refer you to Armed Forces charities such as SSAFA, the Royal British Legion, Combat Stress or Help the Heroes. They can often offer significant help and support even if they do not deliver all the healthcare.
 5. You may be worried about sharing information about your time in the Armed Forces. Please note that the NHS is bound by confidentiality code of practice to ensure GPs, nurses and other people working within the NHS deliver a confidential service bound by law.