



Boultham Park Medical Practice

Newsletter

Summer Edition 2024



Editorial

Welcome to this Summer 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.

Currently, there is a big push by NHS England through your local **Integrated Care Board (ICB)** for you to use more online services with regards to your health care. The Lincolnshire ICB was formally established as a new statutory body replacing the former Clinical Commissioning Group (CCG) across Lincolnshire.

Their role is to join up health and care services, improve people’s health and wellbeing, and to make sure everyone has the same access to services and gets the same outcomes from treatment. They also oversee how money is spent and make sure health services work well and are of high quality. To see more information about them take a look at their webpage:

<https://lincolnshire.icb.nhs.uk/>



Due to the increased use of online services we, at Boultham Park Medical Practice (BPMP), recognised that some of our patients may be disadvantaged as not everyone is computer/smart phone confident. Therefore, in collaboration with our Patient Participation Group (PPG), are holding training sessions on the use of the NHS App. Please speak to the reception staff if you are interested in attending one of these hands-on sessions. They are being held on different days to enable most people to choose a day that’s convenient to you.

Finally, we are always looking for volunteers to join the PPG. Please let reception know if you are interested in joining the PPG. We also have a web address which is boulthamppg@gmail.com . This is a non-medical email address where you can contact the PPG directly.

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Social Prescribing

Not all health needs require a health professional. Lots of factors can combine to create health problems but need the root cause to be treated rather than the symptoms they cause. Social isolation, poor housing, financial issues, personal relationship problems can all manifest themselves into health problems, but doctors often aren't the solution and are often poorly placed to help. This is where Social Prescribing can help.

Social Prescribing can often help the following:

- Anyone over the age of 18
- A person who has given their consent to the referral
- A person who is actively willing to engage in self-care/self-help activities
- A person who has been identified as requiring a non-clinical service
- Someone who is classed as having mild-moderate frailty
- Someone who is struggling in one way or another to manage some of their social issues
- Someone whose medical needs are managed or stable, including their physical and mental health, but who have other social needs and would benefit from support.

We do have a Social Prescriber who works in the surgery on a fortnightly basis. Please ask at reception if you feel an appointment may be of benefit to you or alternatively visit their website at : www.voluntarycentreservices.org.uk/social-prescribing

Lincoln Talking Therapies

This is a free NHS service providing a range of talking therapies for problems like depression and anxiety. If you feel that your daily life is being affected by stress, anxiety or depression, then we are here to help. This service provides talking therapies for people 16 years and older experiencing problems with anxiety, depression, stress, and offers help with issues like bereavement or the impact of a traumatic event.

If you feel that you would like to access talking therapies, you don't need to make an appointment with your GP or healthcare professional. You can self-refer to our service by either:

- Completing an online self-referral: <https://www.lincolnshiretalkingtherapies.nhs.uk/home>
- Filling in a self-referral form and emailing it back to SPA - lincs.spa@nhs.net
- Calling our Single Point of Access on **0303 123 4000** to request a form

If you are under the age of 19 please visit our [Healthy Minds Lincolnshire :: Lincolnshire Young Minds \(lpft.nhs.uk\)](http://HealthyMindsLincolnshire.nhs.uk) website or telephone 01522 535189 to speak to someone directly

If you feel you are at risk of harming yourself, or someone else please contact your GP, attend the nearest A&E department or call 999 as a matter of urgency.



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Triage

What is Triage?

Answer: To decide the order of treatment of patients

Triage: Definition from Oxford Languages

Every day, as a GP practice, we receive requests for help or advice through patients calling in, walking in, and now also online. For each patient request, the doctors and nurses need to work out and understand:

- Why they have sought help from their GP
- What kind of help the patient needs
- How quickly the patient needs help
- Who is the best person to help this patient
- Where and when the patient should be seen

The answers to these questions help the practice to sort patients based on their needs. This process is called **triage**. Triage is essential when you may be dealing with hundreds of patients a day, all with different needs, requests and health backgrounds.

Why is Triage so important?

When we feel unwell, we often want reassurance and advice about our symptoms, but might not know exactly what is wrong with us or how to treat them. Not every request can be dealt with by a GP practice, not every condition is right to be seen at A&E, and Dr Google (or the internet) will often lead you to think you have something you do not. Medical professionals spend years training and are the experts when it comes to making sure patients get the right care.

Regardless of whether you look online first, there are times when you know you need help from a medical professional, such as a doctor or pharmacist. You then have to decide where to go and which healthcare professional is right for you. As a patient, how are you to know? Do you go to your GP, pharmacist, out of hours service or an A&E department? The list goes on.

When you finally decide which healthcare service you think you need, you explain why you are there and are asked about how you are feeling. You are then given care, or you might be told a different healthcare professional is best placed to help you. This is why our reception team ask the nature of the problem for which our patients are asking for appointments.

We need to ensure doctors are seeing the most appropriate patients eg a common cold generally does not need an appointment with a doctor, but a patient with for example cancer or other serious or more complex conditions will need the doctor. If we fill-up doctor's appointments with minor ailments that can normally be dealt with at home, or the local pharmacy, then where do we find the capacity to look after the more seriously ill patients?



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With large numbers of patients to look after (we have over 10000 patients at Boultham Park Medical Practice), it is essential to triage and sort each patient to the right type of care. It might seem convenient to book an appointment with a GP for when you have time, but if an appointment is not the right care for you, then it is not a good use of your or the doctor's time.

How can online forms help GP Practices Triage Patients?

Online forms allow a patient to submit their request without having to come to and queue at surgery or have to wait on the telephone. The online requests will be sent to the Practice, with answers that may suggest something serious highlighted. The information provided allows the practice to triage each patient. This helps is to ensure the right person can help you, based on the nature of your request. For example, the administrative team responds to admin requests while the nurses, GPs and other clinicians respond to patients appropriate for the type of care or treatment they need.

Patients can do all of this from home, on their computer, phone or tablet. Rather than having to guess which healthcare option would be right for them, they can go online, submit an online consultation and wait for a clinician to tell them.

Triage can also help patients get to the right care more quickly

As mentioned above, there are a multitude of different healthcare options available to patients. Knowing which one you should go to can be difficult, especially when you are feeling unwell. By completing an online triage, through a platform like Accurx (on our website), you can wait at home or continue to go about your day, safe in the knowledge a trained healthcare professional is reviewing your submission and will let you know what care you need.

What about patients who can't use online forms?

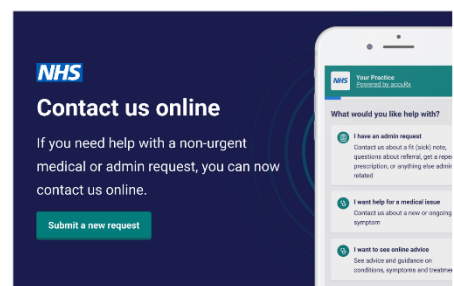
There will always be patients who can't use online forms for whatever reason. Submitting an online form is not the only way to contact a GP practice and a practice still have to triage phone requests and walk-in requests. However, if more patients go online to contact their GP practice, it will mean more traditional forms (such as telephone or walk-in) will be preserved for patients who don't have online access.

You can compare online forms at your doctors to banking. Many people now use online banking, but there are still branches open for those who cannot use a banking app on their mobile phones or don't have online access.

Understand how your GP practice works

It's important to understand how a GP practice works. As a patient, you are one of many we look after and the doctors have to prioritise who should be seen first. The more detailed history taken by online systems helps us as your GP Practice to have the information we need to 'triage' you without you having to phone up the Practice or come in.

Next time you need to contact us, why not try an online form. Look for and click this image which is available on our website.





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What do we mean by safe capacity?

We know and understand that there is currently not sufficient capacity within Primary Care across the country; this is because of a complex mixture of factors such as politics, funding, training and the numbers of qualified professionals available within the workforce, and it varies by region. As a Practice, we are not shielded from this and face the same issues as colleagues across Lincolnshire.

While acknowledging this demand and capacity problem we still have to maintain patient safety and to do this we, at times, often reach the limits of what our doctors and nurses can safely manage. When this happens, we now add a recorded message to our telephone system explaining that we have reached our safe capacity for the day. This means that we can not safely see any more patients for the day and all available appointments have been filled. At this point if a patient thinks they have a medical problem that cannot wait for an appointment at the Practice then the patient can use other facilities such as a local pharmacies or ring NHS 111. If the trained NHS call handler, after triaging a patient's problem, considers it to be urgent they can arrange for you to be seen at the urgent treatment centre.

PPG News

The PPG is currently looking for new members to support the existing team. If you are interested in joining us, then please let Kristy Perkins (Practice Manager) know via reception. She 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.



Taking Care in the Heat

Most of us welcome the warmer weather, (If it arrives!), however when it is too hot for too long there are health risks, especially when going overseas.

- We need every single person to take responsibility of their health in this hot weather and to take steps to keep themselves well – this means drinking water, staying in the shade, and doing what they can to stay cool.
- Look out for any elderly or vulnerable neighbours in your community. Older people over the age of 75, babies and young children are at a greater risk of harm from the high temperatures
- Please use NHS services wisely – if life is not at threat, please don't call 999, there are better ways to get the right care. There are a wide variety available including self-care, your local pharmacy, your GP practice, visit <http://111.nhs.uk>, calling 111 and your local Urgent Treatment Centre.

If you or someone else feels unwell with a high temperature during hot weather, it may be heat exhaustion or heatstroke. Heat exhaustion is not usually serious if you can cool down within 30 minutes. If it turns into heatstroke, it needs to be treated as an emergency.

Check for signs of heat exhaustion which include:

- a headache
- dizziness and confusion
- loss of appetite and feeling sick
- excessive sweating and pale, clammy skin
- cramps in the arms, legs and stomach
- fast breathing or pulse
- a high temperature of 38C or above
- being very thirsty



The symptoms are often the same in adults and children, although and sleepy. If someone is showing signs of heat exhaustion, they need to be cooled down. Follow these 4 steps:

1. Move them to a cool place.
2. Get them to lie down and raise their feet slightly.
3. Get them to drink plenty of water. Sports or rehydration drinks are OK.
4. Cool their skin – spray or sponge them with cool water and fan them. Cold packs around the armpits or neck are good, too.

Stay with them until they're better. They should start to cool down and feel better within 30 minutes.



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Call 999 if:

You or someone else have signs of heatstroke including:

- fast breathing or shortness of breath
- a fit (seizure)
- loss of consciousness
- not responsive

Heatstroke can be very serious if not treated quickly.

Put the person in the if they lose consciousness while you're waiting for help.

Contact 111 if:

You or someone else have signs of heatstroke including:

- feeling unwell after 30 minutes of resting in a cool place and drinking plenty of water
- not sweating even while feeling too hot
- a high temperature of 40C or above
- feeling confused

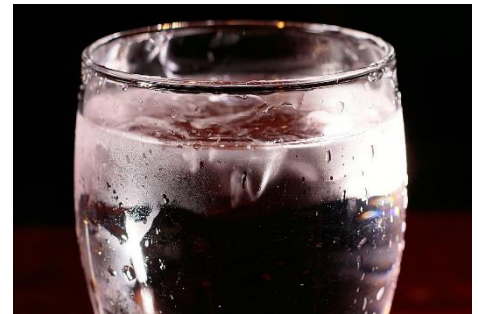
You can call 111 or [get help from 111 online](#).

Preventing heat exhaustion and heatstroke

There's a high risk of heat exhaustion or heatstroke during hot weather or exercise.

To help prevent heat exhaustion or heatstroke:

- drink plenty of cold drinks, especially when exercising
- take cool baths or showers
- wear light-coloured, loose clothing
- sprinkle water over skin or clothes
- avoid the sun between 11am and 3pm
- avoid excess alcohol
- avoid extreme exercise



This will also prevent dehydration and help your body keep itself cool.

Keep an eye on children, the elderly and people with long-term health conditions (like diabetes or heart problems) because they're more at risk of heat exhaustion or heat stroke.



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ICB Meeting

Tuesday 30th July, 9am-12pm

Patients and the public are invited to the next meeting of NHS Lincolnshire Integrated Care Board (ICB).

The ICB is responsible for the planning and buying of high-quality health services to improve the health of people living in Lincolnshire. These services include planned and emergency hospital care, rehabilitation and most community services.

The ICB welcome patients and the public to these meetings to offer local people a first-hand opportunity to see how they are working to improve health services in Lincolnshire. These are not public meetings in the normal sense, but they are Board meetings held in public. The main difference is that the public are entitled to come along and listen to the Board discussion, but they are not able to take part or ask questions during the formal meeting.

The meeting will also be held virtually as a Live Event on Microsoft Teams.

[Click here to join the meeting via Microsoft Teams](#)

Members of the public will be able to submit questions by completing the **Board meeting questions proforma** and emailing it to julieellis1@nhs.net by 5pm on Monday 29th July. Questions will be collated and responded to after the Board meeting.

Download Board meeting agenda and papers by clicking [here](#)

Gender Identity Engagement

The ICB are developing the Lincolnshire Gender Identity Policy Framework, which will cover the entire NHS in Lincolnshire. This framework will set out the expected standards for gender non-conforming people when accessing services and receiving care. If you are transgender or non-binary, the ICB particularly want to hear your thoughts and experiences to shape this policy framework and improve our services and your experiences.

[Complete the Survey here](#)

Review of Respiratory Care, Interventions and Services

Review of respiratory care, interventions, and services for adults in Lincolnshire

Have you recently had contact with healthcare services in Lincolnshire because of a respiratory problem such as shortness of breath or a cough or an existing condition such as asthma or other lung condition?

The ICB are carrying out a review of the care provided to adults in Lincolnshire, and we are keen to receive your feedback.

[Complete the Survey here](#)



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Your Views on the NHS Continuing Healthcare Service in Care Homes



NHS Continuing Healthcare (CHC) is a package of ongoing care that is arranged and funded by the NHS for people who are eligible after assessment of their health and social needs. Continuing Healthcare can be provided in a variety of settings outside hospital, such as in your own home or in a registered care home.

The ICB want to hear your views and experiences, whether you or someone you know or care for, is using, or has used, the continuing healthcare service in care homes as we go through a re-procurement process. The ICB want to understand what an excellent service would look like for you or your family member.

[Complete the Survey here](#)

Patient Experience



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 the ICB 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? The ICB 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.

[Complete the Survey here](#)



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Healthwatch



Join the next YourVoice@healthwatch
Community Primary Partnership (CPP)
Co-Production Opportunity

Date: Wednesday 31 July 2024

Time: 10 am to 1 pm

**Location: Ruston Sport and Social Club,
Newark Road, Lincoln, LN6 8RN**

Healthwatch Lincolnshire invites you to be a part of our next YourVoice@healthwatch event. This is a unique co-production opportunity centred around Community Primary Partnerships (CPP), designed to gather your invaluable insights and shape the future of integrated care in our community.

Why Attend?

The development of Community Primary Partnerships is set to play a pivotal role in delivering integrated care close to home. Lincolnshire Health and Care leaders have agreed on a collaborative approach to inform the development of a CPP model for our region. The new partnership(s) will aim to drive collective action to improve health and care services and build strong relationships with local people and organisations to help us all live as healthily as possible.

Who Should Attend?

Whether you are a Lincolnshire resident, patient, service user, carer, member of a support group, or work in a health and care organisation, we want you to join us!

Your Voice Matters!

Join us to ensure your voice is heard in the development of these crucial partnerships. Your input will directly influence how health and care services evolve in Lincolnshire, ensuring they are responsive to the needs of our community.

Don't miss this chance to shape the future of health and care in Lincolnshire.

Places are Limited, register now to secure your spot!

[Click here to register](#)

Email: info@healthwatchlincolnshire.co.uk

Telephone: 01205 820892



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Useful Links

H.A.Y. Lincolnshire

How Are You (H.A.Y.) Lincolnshire is a family of websites that bring together everything in the local community that boosts wellbeing.

[Click here](#)

Connect to Support Lincolnshire

Connect to Support Lincolnshire is an online information and advice library, community directory and marketplace for adults in Lincolnshire.

This website is intended for adults who want to find out about local groups, activities and services within the community.

[Click here](#)

Shine Lincolnshire

We are a Lincolnshire based mental health charity who are passionate about people finding the support that is right for them.

[Click here](#)

Active Lincolnshire

Active Lincolnshire is committed to providing opportunities for everyone in Lincolnshire to be active every day.

[Click here](#)

Lincolnshire Voluntary Engagement Team (LVET)

Lincolnshire Voluntary Engagement Team (LVET) is a collective of Voluntary, Community, and Social Enterprise (VCSE) organisations working together with a specific focus on developing and delivering health, care, and wellbeing services in Lincolnshire working with partner agencies.

[Click here](#)

Lincolnshire Community and Voluntary Service (LCVS)

Lincolnshire Community and Voluntary Service (LCVS) exists to support the voluntary and community sector in Lincolnshire; helping people to achieve their personal and organisational goals, creating partnerships and building strong communities.

[Click here](#)

Voluntary Centre Services

Voluntary Centre Services supports volunteers and voluntary and community organisations across West Lincolnshire.

[Click here](#)



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Cancer screening questionnaire

If you have received an invite from the national cancer screening program and have not attended, we are interested in understanding the reasons why.

Please complete the boxes below and drop this page into the surgery at your convenience.

Type of screening	Breast Cervical Bowel abdominal aortic aneurysm
Reason for non attendance	
Age	
Would you attend if invited again?	