



# Boultham Park Medical Practice Newsletter



## Editorial

Welcome to this Spring 2025 edition of the Boultham Park Medical Practice newsletter which we encourage you to read as it contains lots of 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.

People are reluctant to use the Boultham Park Webpage but there is a lot of useful information for our patients. When you open the webpage, there is a blue button entitled **Who Do I See?** I would recommend that you take a look at the section as it breaks down familiar conditions which you can select and receive advice on who to contact.

There is also another area on the webpage that is extremely useful and saves you having to spend time waiting on the telephone. Scroll down the first page to see an area entitled **Contact Us Online.** This area allows you to advise the Practice of either a medical or non-medical issue you wish to discuss. It will save you having to ring up the Practice with a query. The Practice will then view your query and contact you with the correct way forward. If it is a medical issue, you can even add photographs (where possible), to show better what the issue is.

These are very useful tools for those who have a laptop/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. If you are interested then 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!**

**Every week they grab a post parkrun coffee in the Lincoln Indoor Bowls Club - please come and join them.**



## 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 an area on the Practice webpage which you can use to help identify 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 Practice webpage and you simply click on it to access information on '**Who is the best Healthcare Professional to see**', This is followed by an alphabetical list of medical conditions which you can scroll through 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.**



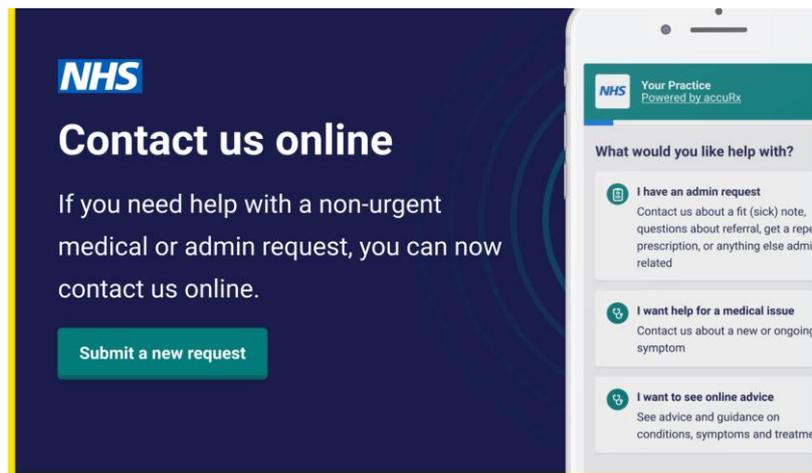
## Contact Us Online

### 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 an area on the Practice webpage where you can **book a non-urgent appointment**. Alternatively, you can also ask an administrative question such as requesting a sick note or obtaining medical results.

When you scroll down the first page you will see:



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 known as **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



## 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.

## Help us make a final decision— Dementia Intensive support and hospital care services



Since Manthorpe Ward in Grantham temporarily closed in April 2020 due to the pandemic, the Lincolnshire Partnership NHS Foundation Trust has been working with patients, staff, partners, and the public to find new ways to support people with dementia. Because the pandemic lasted longer than expected, the Trust tried a new "hospital at home" approach and has been evaluating its impact over the past few years. Now, after significant feedback and evaluation, the Trust has developed two options for future services.

They want to hear from the people of Lincolnshire about the next steps. The consultation is open until 23 May 2025. You can share your views through an online or paper survey, or by attending one of the public information events listed below. The team will also be visiting a number of groups and organisations across the county who support people living with dementia to have their say. If you want to attend any of the events, please contact the Participation Team at <mailto:lpft.involvement@nhs.net> or call **01529 222 245** but the Trust are still happy for people to drop-in if this is not possible.

Date	Time	Location
Tuesday 4 March	11.00am – 12.30pm	Online event
Wednesday 5 March	10.00am - midday	Len Medlock Centre, St George’s Road, Boston, PE21 8YB
Monday 10 March	10.00am - midday	Holly Lodge, The Meadows, Skegness, PE25 2JA
Wednesday 12 March	2.30pm – 4.30pm	Manthorpe Unit, Grantham and District Hospital, 101 Manthorpe Road, Grantham, NG31 8DG
Wednesday 19 March	2.00pm – 4.00pm	Trust Headquarters, St George’s site, Long Leys Road, Lincoln, LN1 1FS
Thursday 22 May	2.00pm – 3.30pm	Online event

Find out more about the consultation and complete the survey:

[www.lpft.nhs.uk/dementia-consultation](http://www.lpft.nhs.uk/dementia-consultation)



## Have your Say!

### Prostate Cancer – Patient Experience survey



We would like to gather feedback from patients and family members in relation to prostate cancer diagnosis and care, to help facilitate improvements to services across Lincolnshire.

[Complete the survey here](#)

### Missed our 10-Year Plan engagement events? You can still make your voice heard!



The NHS is shaping its future, and your input is vital. This is a unique chance for everyone in Lincolnshire to ensure our community's needs are addressed. Your participation is crucial in creating a healthcare system that works for everyone.

Whether you have a lot or a little to say, your views, experiences, and ideas will help shape the new 10-Year Health Plan for England. Ensure Lincolnshire's needs are not overlooked and that services are tailored to our specific requirements.

Complete the online survey, which is open to everyone, including the public and health and care workers in England. The survey runs through to Spring 2025. Don't miss this opportunity to contribute to a better healthcare future for all.

[Click here to tell us what needs to change.](#)

### 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 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.

[Complete survey here](#)





# Boultham Park Medical Practice Newsletter



## Healthwatch



Healthwatch Lincolnshire are the independent champion for people who use health and social care services. Healthwatch Lincolnshire make sure that those running services, put people at the heart of care.

Their sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

We focus on ensuring that people's worries and concerns about current services are addressed. We work to get services right for the future.

Tell us about your own experiences of health or social care services.

[Complete survey here](#)

## Useful Links

**Voluntary Centre Services** - supports volunteers and voluntary and community organisations across West Lincolnshire. Click this link or google:

[Voluntary Centre Services: Lincoln, North Kesteven and West Lindsey](#)

**Lincolnshire Recovery College** - are you finding life challenging or supporting someone who is? If so, the Lincolnshire Recovery College could be for you. The Lincolnshire Recovery College offers free educational courses about mental health, recovery and wellbeing. Click this link or google:

[Recovery College \(lpft.nhs.uk\)](#)

**Carers First** - If you're an unpaid carer, aged 16 and over, supporting someone in Lincolnshire, Carers First are there to help with online help and advice, as well as 1-2-1 practical and emotional support. Please call the Carer Wellbeing Hub on 01522 782224 or access the support request form via the enclosed link:

[Request for support form](#)

**How Are You Lincolnshire** - a family of websites that bring together everything in the local community that boosts wellbeing. Click this link or google:

[How Are You Lincolnshire | H.A.Y. Home \(haylincolnshire.co.uk\)](#)

**Connect to Support Lincolnshire** - an online information and advice library, community directory and marketplace for adults in Lincolnshire. Click this link or google:

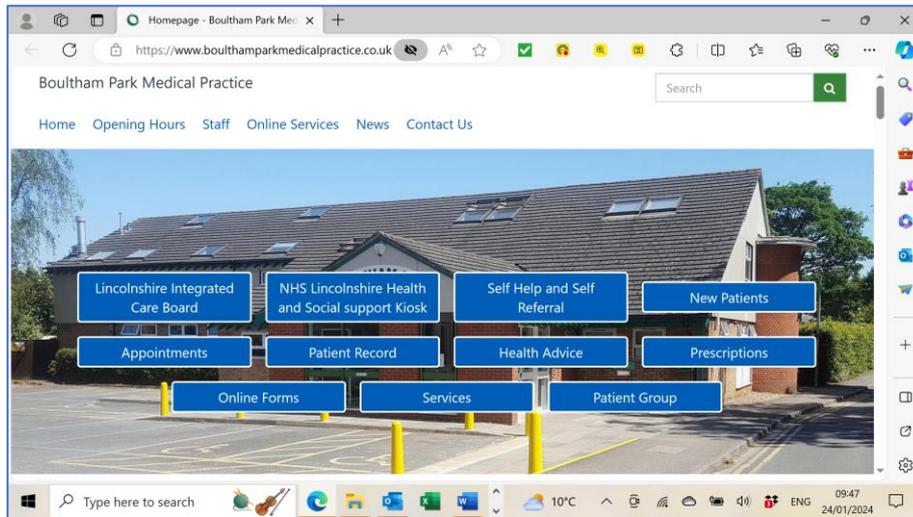
[Connect to Support Lincolnshire](#)



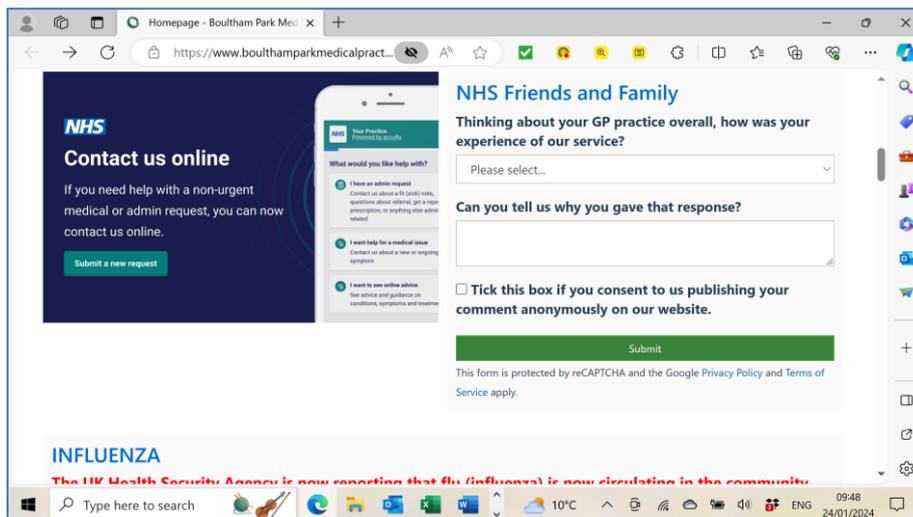
## How to Log on to Register for Non – Urgent Appointments or Administrative Queries Via Accurx

1. Access Boultham Park Medical Practice home page:

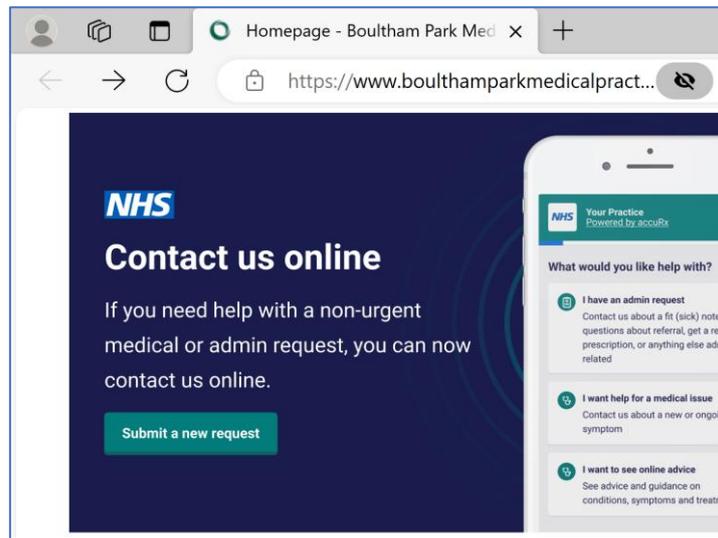
[www.boulthamparkmedicalpractice.co.uk](http://www.boulthamparkmedicalpractice.co.uk)



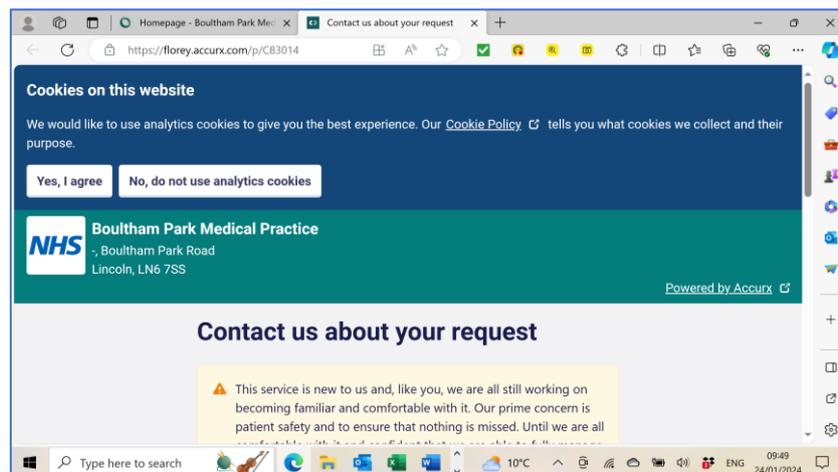
2. Scroll down the web page until the following screen is displayed showing 'Contact us online':



3. Click on **<Submit a new request>** green button.



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



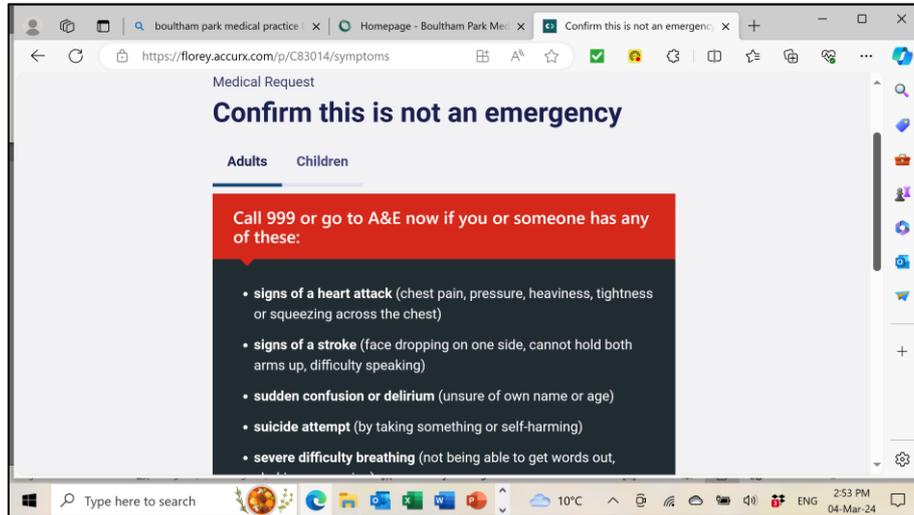
5. The page displayed is **'Contact us about your request'** and you will need to scroll down to see further options. The text with the yellow background contains important information so please read it.
6. Scroll down and you will see options displayed. You need to decide whether you want:
- An admin query
  - A Medical request
  - 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**.

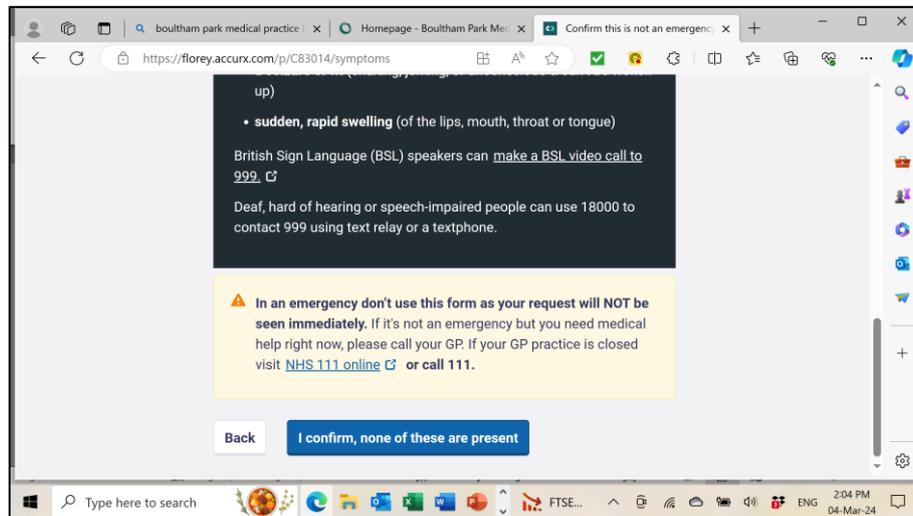


## How to enter a Medical Request Via Accurx

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:



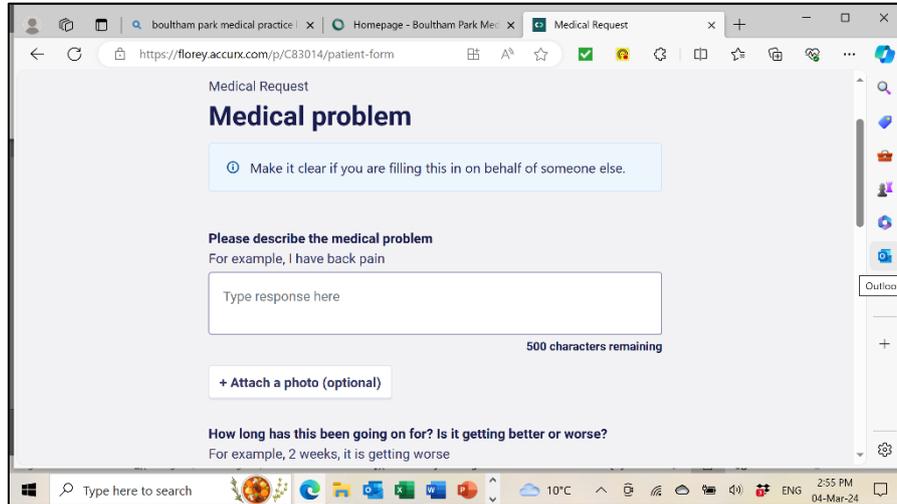
2. You will probably have to scroll down to see all of the information:



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

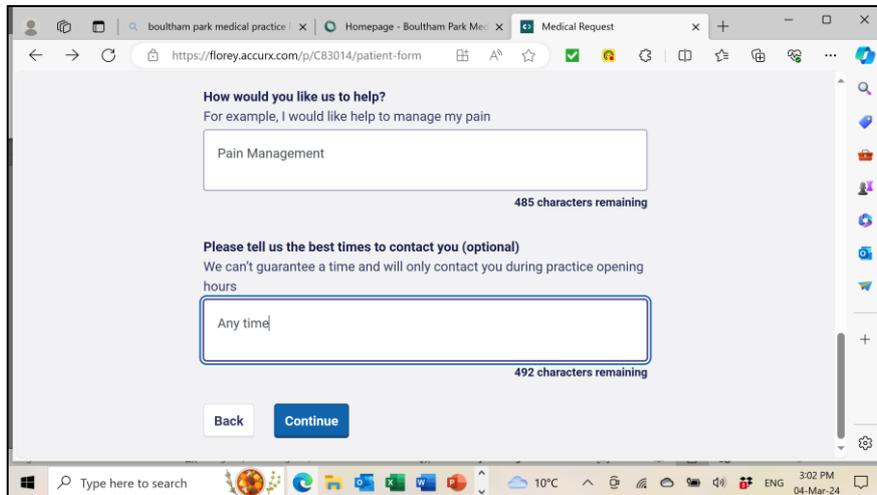


5. On the next screen



The screenshot shows a web browser window with the URL <https://florey accurx.com/p/C83014/patient-form>. The page title is "Medical Request". The main heading is "Medical problem". Below the heading is a blue box with the instruction: "Make it clear if you are filling this in on behalf of someone else." The next section is "Please describe the medical problem" with the example "For example, I have back pain". There is a text input field containing "Type response here" and a character count of "500 characters remaining". Below the input field is a button labeled "+ Attach a photo (optional)". The final section is "How long has this been going on for? Is it getting better or worse?" with the example "For example, 2 weeks, it is getting worse".

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.

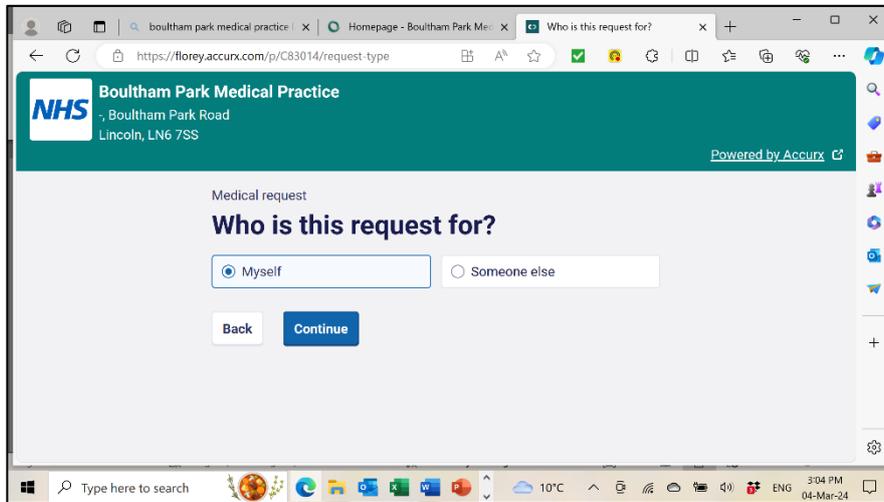


The screenshot shows the same web browser window as the previous one, but scrolled down. The section "How would you like us to help?" has the example "For example, I would like help to manage my pain" and a text input field containing "Pain Management" with "485 characters remaining". The next section is "Please tell us the best times to contact you (optional)" with the note "We can't guarantee a time and will only contact you during practice opening hours". There is a text input field containing "Any time" and "492 characters remaining". At the bottom of the form are two buttons: "Back" and "Continue".

6. All fields allow 500 characters.



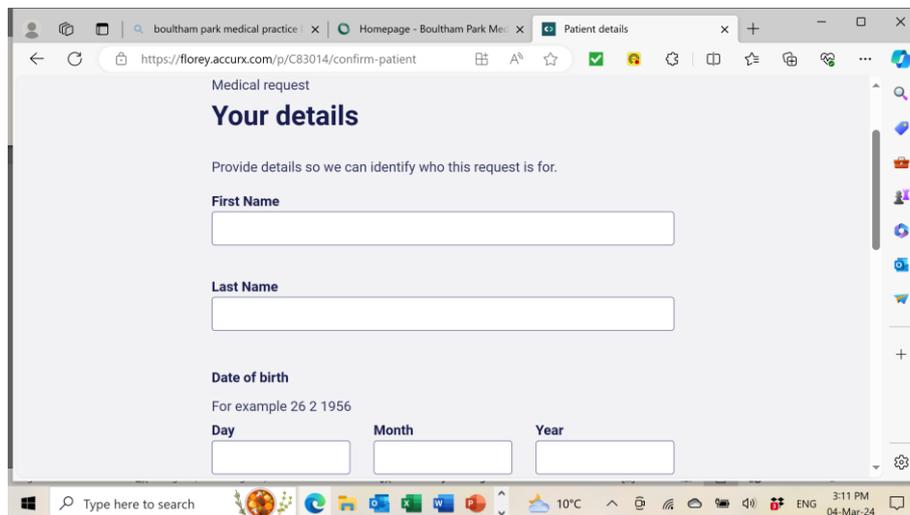
7. Once all fields have been completed you can click on **<Continue>**



The screenshot shows a web browser window displaying the NHS Boultham Park Medical Practice website. The page title is "Medical request" and the main heading is "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 taskbar at the bottom shows the system tray with a temperature of 10°C and the date 04-Mar-24.

8. 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 the "Your details" form in the Accurx system. The heading is "Your details" and the instruction is "Provide details so we can identify who this request is for.". There are three main sections: "First Name" with a single text input field; "Last Name" with a single text input field; and "Date of birth" with a sub-instruction "For example 26 2 1956" and three separate input fields for "Day", "Month", and "Year". The browser's address bar shows the URL: https://florey.accurx.com/p/C83014/confirm-patient. The taskbar at the bottom shows the system tray with a temperature of 10°C and the date 04-Mar-24.

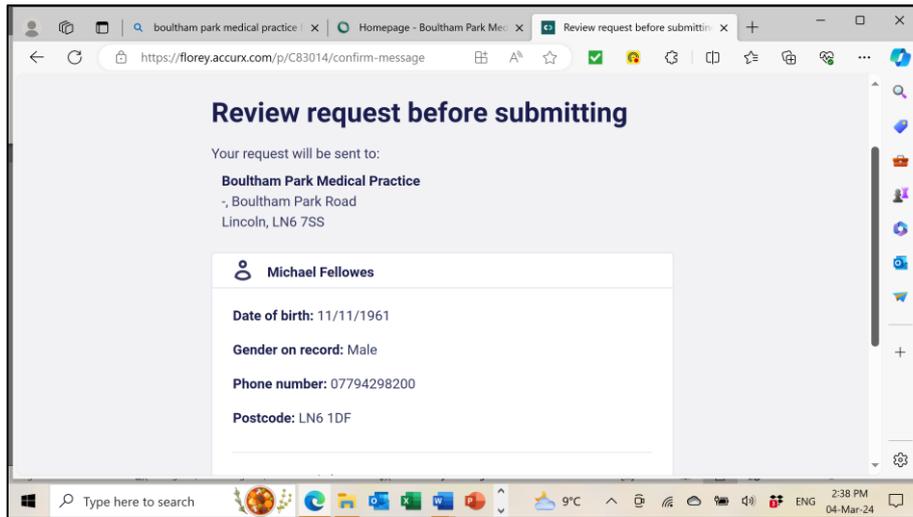
9. Complete all the fields and click **<Continue>**

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





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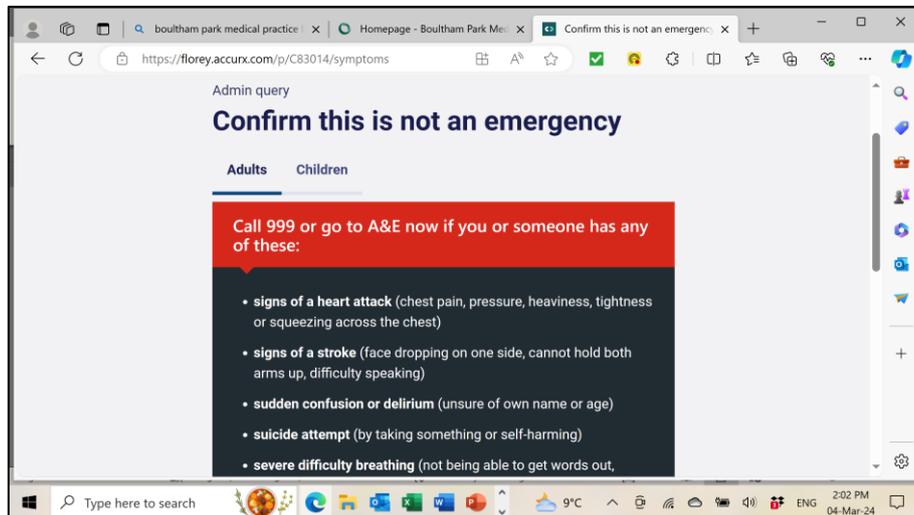


11. Scroll down and check all the information is correct
12. At the bottom of the screen click on <Submit Request>. You will be contacted by the Practice.

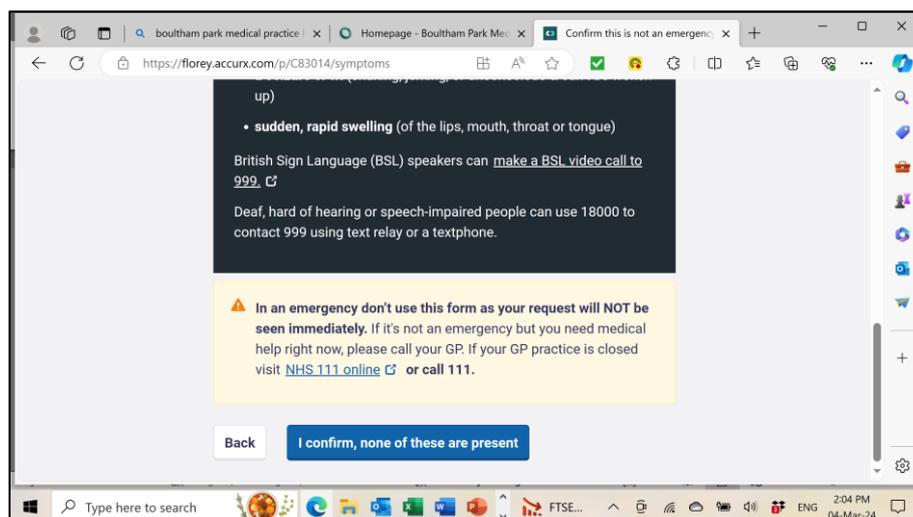


## How to Enter Administrative Queries Via Accurx

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:



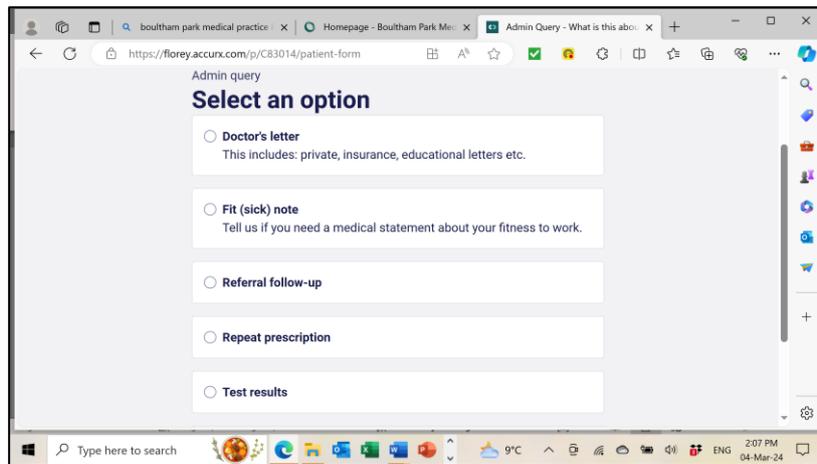
2. You will probably have to scroll down to see all of the information:



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



5. The following screen will then be displayed:

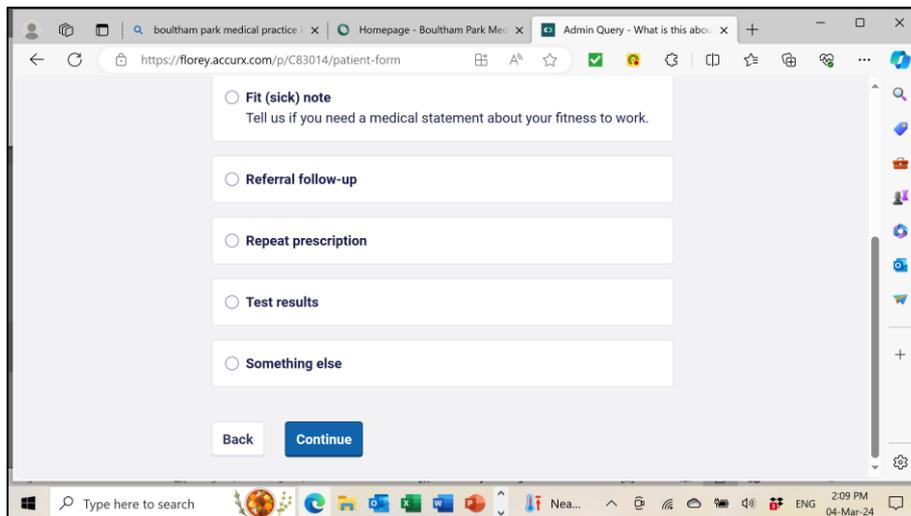


Admin query

### Select an option

- 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**

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



**Fit (sick) note**  
Tell us if you need a medical statement about your fitness to work.

**Referral follow-up**

**Repeat prescription**

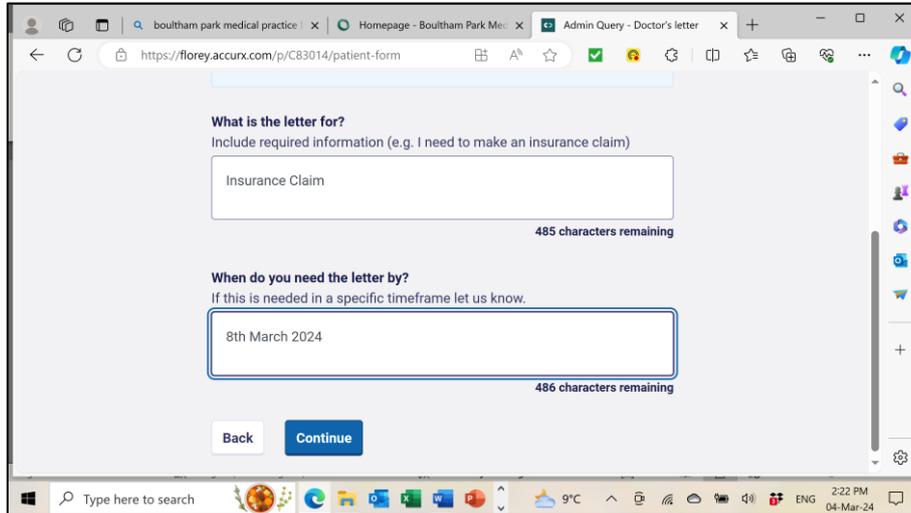
**Test results**

**Something else**

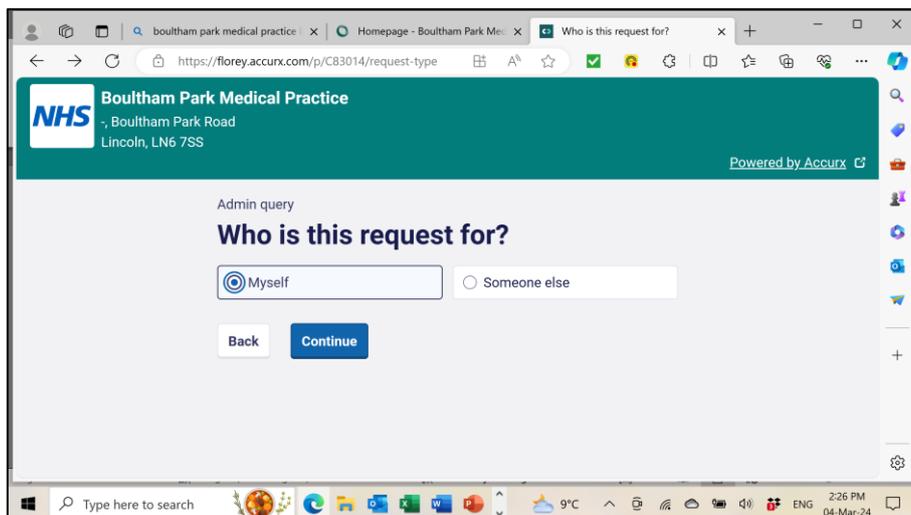
7. Select the relevant option and click on <Continue>



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



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

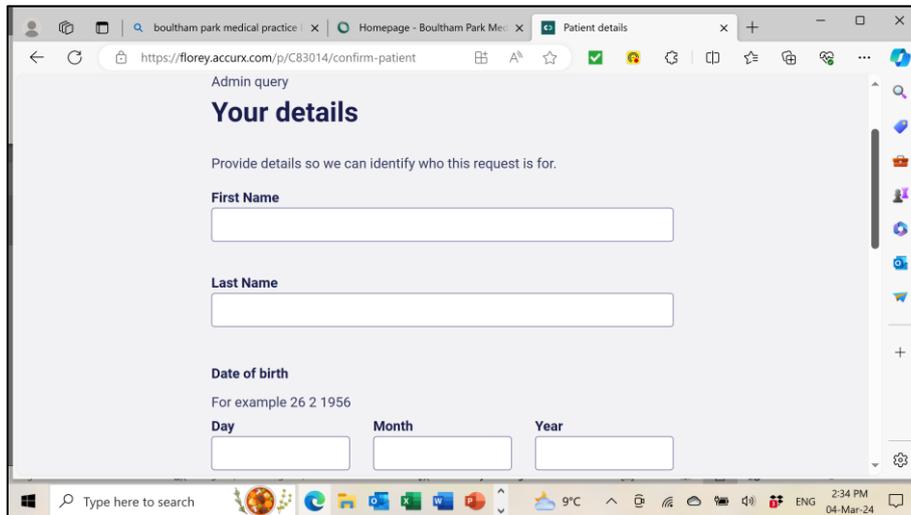


11. Select the relevant option and click <Continue>.



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:

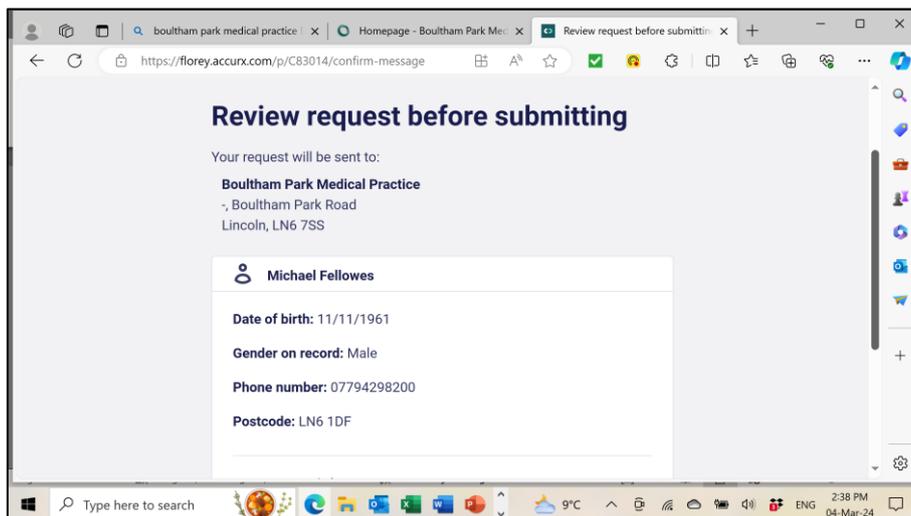
- First Name and Last Name
- Date of Birth
- Sex
- Relationship to you



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 main sections: "First Name" with a text input field, "Last Name" with a text input field, and "Date of birth" with a sub-heading "For example 26 2 1956" and three separate input fields for "Day", "Month", and "Year". The browser's taskbar at the bottom shows the time as 2:34 PM on 04-Mar-24.

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 browser's taskbar at the bottom shows the time as 2:38 PM on 04-Mar-24.

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.



## Blood Pressure Machine



This is to remind patients that we have a BP machine in the practice which 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.

