**Pinfold Medical Practice News June 2022**

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# See the source image **New look practice website**

Visit [www.pinfoldmedicalpractice.co.uk](http://www.pinfoldmedicalpractice.co.uk) for information on self-help guidance, referrals and services and staff, plus links to NHS.uk and further support.

# [Image result for patient access](https://www.bing.com/images/search?view=detailV2&ccid=KgjKAAhy&id=14FA2375BB85BCFBD7F20B3B43FD044479FC420A&thid=OIP.KgjKAAhyK2xcyUxdmEbSOAHaA5&mediaurl=https%3a%2f%2fwww.putneymead.co.uk%2fmedia%2fcontent%2fimages%2fpatient-access%2fpa-logo.jpg&cdnurl=https%3a%2f%2fth.bing.com%2fth%2fid%2fR.2a08ca0008722b6c5cc94c5d9846d238%3frik%3dCkL8eUQE%252fUM7Cw%26pid%3dImgRaw%26r%3d0&exph=194&expw=1600&q=patient+access&simid=608020430041664575&FORM=IRPRST&ck=C4F515EF1BD43B04DA73FA4B09C3DDE6&selectedIndex=3)**Patient Access**

The link to patient access is currently unavailable on the new practice website.

To access your account please visit [www.patientaccess.com/](http://www.patientaccess.com/)

# See the source image**Practice Staff - Introducing our in-house Paramedic**

Over the next few editions of the newsletter, we will feature a member of the practice team.

Introducing Walter, our in-house paramedic who prescribes treatment for new symptoms once initial over the counter treatment have been tried from the pharmacy.

Walter was recruited through our Primary Care Network (PCN). The PCN is a group of local practices who collaborate to provide services; Walter’s clinics are on Monday’s and Tuesday’s, the rest of the week he works at other local practices.

Walter kindly responded to our questions about his career, we had a few more question for him too, this is what he told us:

*Following a career with HSBC I made a career change and joined the ambulance service in 2009 as a technician. I qualified as a paramedic in 2015 and completed my BSc in 2020. After 12 years in the ambulance service, I felt it was time for a new challenge that still involved face to face patient care, which led me to working in the surgery.*

***How does on the work of the paramedic differ in practice to on the road?***

*Fundamentally it's the same in the sense I'm doing my best to help people who need treatment or support, just in a very different environment now. I have over 12 years’ experience in the ambulance service, and a lot is the same in terms of assessment and making a judgement on what I think is happening along with the best course of treatment. One benefit is I’m able to get any prescription needs done by a GP in the surgery there and then, rather than asking a patient to contact their surgery. A big difference is not driving on blue lights (which I don’t overly miss!), and also the opportunity to follow up with what has happened to people I’ve seen now, which I really do like. Helping people is the thing I love about being a paramedic, and I feel I’m still doing that.*

***What job did you see yourself doing as a child?***

*My first degree was in Law having been lured by the glamour of the TV program LA Law as a child (for those growing up in the 80s!) and seeing solicitors driving cars that I wanted one day! I’m much happier practicing as a paramedic though and glad I made the change to healthcare.*

***Who would you most like to chat over dinner with?***

*Always a tough question, but I’d say Stephen Fry. Having read his books and listened to him in interviews he seems like a fascinating character to talk to.*

***How do you try to stay healthy?***

*I enjoy walking and cycling, along with yoga that certainly calms the body and mind. I love food so that’s sometimes a challenge for me in staying healthy, but I do my best!*

# See the source image**Community Pharmacist Consultation Service**

Did you know your local Pharmacist Consultant prescribes initial treatments for the following symptoms, no appointment is necessary for the following symptoms:

Acne, spots & pimples

Allergic reaction

Ankle/Foot pain or swelling

Arm pain or swelling

Athlete’s foot

Bites/ Stings- insect or spider

Blisters

Cold or flu

Constipation

Cough

Diarrhoea

Earache, ear discharge or ear wax

Eye, red irritable

Eye, sticky or watery

Hair loss

Headache

Hip, joint or buttock pain/ swelling

Knee or lower leg pain

Lower back pain

Lower limb pain or swelling

Mouth ulcers

Rectal pain/ swelling, lump or itch

Shoulder pain

Skin, rash

Sleep difficulties

Sore throat and hoarse voice

Tiredness (fatigue)

Toe pain or swelling

Vaginal discharge

Vomiting

Wound problems (for management of dressing)

Wrist, hand or finger pain/ swelling

# See the source image**Patient Participation Group (PPG)**

The practice welcomes your suggestions via the suggestions box in practice. Or, why not volunteer to join the PPG. Members are registered patients who volunteer their perspective and are represent the wider patient population**.**

Please contact reception to register your interest, the next meeting is still to be confirmed for August 2022. To catch up on the PPG meeting minutes visiy www.pinfoldmedicalpractice.co.uk

**PPG objectives 2022**

* Continue to meet in practice
* Review the PPG constitution
* A PPG volunteered to link in with the Falcon Services to offer pat dog to relieve mental health and anxiety symptoms

# **Letter to patients - NHS Survey**

Dear patient

As you know it has been an extremely challenging time for everyone coping with a pandemic.

Last year, through a survey, many of you shared your lived experience of GP practice services looking at the impact of the pandemic.

In restoring NHS services, practices have changed some systems and processes, however we know that there is a significant disconnect with patients.

In looking at future of primary medical healthcare needs for people, particularly between the hours of 6.30pm and 8pm Mondays to Fridays and between 9am and 5pm on Saturdays the local NHS is asking you to share your views and provide a little more information.  This will enable us to plan services provided from GP’s and other practice staff.

We want to understand your needs. This would help us to prioritise the way we organise and pay for services and help guide us when thinking about how to provide services. It will also help us to improve care for the higher numbers of sicker people and the general rise in demand for GP appointments and treatment.

The survey closes **midnight on the 24th June 2022**.

Please share your views by visiting <https://questionpro.eu/t/AB3uqQLZB3vQW6>

You can also pick up a hard copy of the survey from your local GP practice or request a copy by emailing: [llrccgs.beinvolved@nhs.net](mailto:llrccgs.beinvolved@nhs.net)