



Barton House Patient Forum

BARTON HOUSE ~ PATIENT PARTICIPATION GROUP NEWSLETTER

Welcome to our latest newsletter from the Barton House Patient Participation Group.

If there are things that you would like us to discuss with the Practice team, experiences that you feel deserve praise or cause concern then please email us at ppgbartonhouse@dorsetgp.nhs.uk.

IN THIS ISSUE

- ◆ Most appropriate member of the primary care health service team to see.
- ◆ Have you ever wondered why? A new addition which this issue focusses on the reasons why your medication is sometimes not available.
- ◆ Update on the PPG work plan and our search for a chairperson

The latest developments in the primary health care service for Barton House patients are as follows:

Pharmacy First at Beaminster Pharmacy:

From 31st January 2024, Barton House are able to refer patients directly to see Mike at the pharmacy, he will be able to see patients presenting with the following conditions and prescribe any required medication, if he is unable to help he will refer you back to Barton House.



- ▶ *Impetigo*
- ▶ *Urinary tract infection in women (aged 16-64)*
- ▶ *Shingles (over age of 18)*
- ▶ *Infected insect bites (over age 1)*
- ▶ *Sore throat (over age 5)*
- ▶ *Continuation of contraceptive pill/pill checks*
- ▶ *Sinusitis (Over age 12)*
- ▶ *Emergency contraception*
- ▶ *Private travel vaccinations*
- ▶ *Ear infection (in children aged 1-17)*
- ▶ *Simple skin conditions can also be reviewed.*

Mike cannot listen to chests, so cannot see possible chest infections.

Barton House 1st Contact Physiotherapist

If you are contacting Barton House for a Musculo-Skeletal issue such as a frozen shoulder, knee, hip, or ankle reduced range of movement the receptionist can now book you an appointment to see the practice's own physiotherapist who specialises in these conditions. Previously your GP could only ask you to Self-Refer to the Dorset MSK Matters website which would normally then result in a long delay before you would receive a physiotherapy appointment.

This service is for new conditions or flare ups not for ongoing conditions which are currently being treated.

Practice Update – Advanced Nurse Practitioner.

A reminder that the following conditions can be seen (or discussed in a telephone consultation by the Advanced Nurse Practitioners and the necessary treatment/support prescribed:

~ **Acute on-the-day illness** ~ **Chest infections** ~ **Asthma and COPD flare-ups** ~ **Breathlessness** ~ **Ear infections** ~ **Eye problems** ~ **Urine infections** ~ **Abdominal pain** ~ **Sexual health problems such as bleeding/discharge/itching** ~ **Ring pessary problems or change needed** ~ **Rectal bleeding** ~ **Infected ingrowing toenails** ~ **Breast lumps** ~ **Diabetes problems** ~ **Medication issues** ~ **High or Low blood sugars** ~ **Children with acute illness such as cough/abdominal pain** ~ **Problems with raised blood pressure.**

Social Prescribing at Barton House

This non-clinical service continues to expand and provide well-being and support to patients.

They provide this service to anyone whom the primary healthcare team feels would benefit from support to navigate the health system for conditions including:

Diabetes ~ **Cancer** ~ **Frailty** ~ **Other long-term conditions** ~ **Help to understand home health monitoring using new technology** ~ **Prescription requesting.**

They also provide social prescribing for children, young people, families, and adults by listening and finding out what is important to the individual and helping them to access services including access to a directory of support groups.

Have you ever wondered why? Your repeat medication is sometimes not available when you go to collect it from your local pharmacy or from Barton House?

There are 2 reasons this is occurring:

- *Nearly everyone on repeat medication requires an annual blood test to assess the impact of the medication, you need to book for this test/review which may also include a blood pressure or weight check with the Health Care Assistant. Therefore, to avoid finding your medication is not available please book your annual review in your birthday month.*
- *The second reason is the ongoing supply issues with a number of medications, pharmacies including the team at Barton House experience difficulty in sourcing some medications and this problem is increasing. Where possible the Doctor will look for an alternative medication if gaps in taking medication will cause your condition to deteriorate, sometimes you may be given a paper prescription to try to access from a different chemist. This is a national problem with no easy solutions.*

PPG Workplan 2024

- In the absence of a Chair the group is concentrating on current problems and issues that come to light that the PPG can assist Barton House with.
- The biggest issue for the Practice currently is trying to recruit another GP to replace Dr Luscombe, insufficient GPs is a national problem, and the PPG is at a loss to assist in any meaningful way other than to help signpost the other primary healthcare services available and as a result reduce the strain on the GP practice and the doctors.
- We have asked the Practice to look at whether 16- and 17-year-olds can complete an e-consult without reference to a parent/guardian.
- We are looking at ways the PPG can assist the Practice in managing complaints informally in the first instance.

We continue to look for a chairperson if interested email ppgbartonhouse@dorsetgp.nhs.uk.