

Barbourne Health Centre - Patient Participation Group

Agenda 12.10.2017

- Introduction and welcome to new members
- Practice update
- Prescription changes
- Social Prescribing
- Patient Access

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Minutes 12.10.2017

In attendance:- Dr Raveena Dhuck, Emma Juggins (pharmacist), Sarah Payne (Business Manager), PPG members – Derek Orme, Alan Pattinson, Yvonne Ching, Christine Rice, Julie Collins, June Layland

Practice update

Dr Holmes retiring November 2017 but will hopefully stay on 1-2 days per week
Dr Doddiah will be working on a locum adhoc basis from December 2017
Dr Dodwell will be starting end October 2017
Michelle Ereaut – New ANP starting January 2018

Prescription Changes

Worcestershire CCGs are no longer supporting prescribing of various oral nutritional supplements, gluten free products, over the counter medicines for treating coughs, colds, sprains, hayfever, head lice, upset stomach, headaches etc, and some baby milks for colic and lactose intolerance.

The background regarding this was explained, and the leaflets and information shared. There will be exceptions when the patient will remain on the product if clinically appropriate, but as a surgery we will be stopping a lot of these products.

Social prescribing

Discussion regarding the neighbourhood social prescribing service pilot. Indicated as a surgery we would like to put a bid in for this. We were looking at targeting over 65's, vulnerable, socially isolated, low income families, disabilities and possibly the recently bereaved. Discussed the possible exercise programmes, education, volunteering and debt management to be included in the plan. The PPG thought it was an excellent idea and were fully behind the project. One of the questions that were raised was how they would access the social prescriber, could they self refer or would it have to be via a GP/ANP. This will be forwarded to the team submitting for discussion.

Patient Access

Discussion regarding patient access and the reason why we would like more patients to use this, to help with making the process quicker and enabling patients to manage their own health. We talked about being able to order prescriptions online, book appts etc see your own summary record, medications, allergies immunizations etc. We spoke about accessing this via the Barbourne Health Centre website. To get a password and login you need to present to surgery with identification and then the reception can print this off.

AOB

Discussion regarding referral to PEARS can patients self refer or do they need to be seen by a GP/ANP. Explained that you can refer either way. Conditions that are suitable for treatment by PEARS is reduction in vision in one or both eyes. Red eye (s), pain or discomfort, recent onset or sudden increase of flashes and or floaters in one or both eyes. Suspected foreign body.

Alan advised that he felt there had been significant improvement in the surgery over the last 12-18 months, that there was a happier environment.

Please note

This service does not replace the routine eye examination, eye tests or prescriptions for glasses.

A sight test will not be performed as part of the assessment or treatment and you will not be issued with a prescription for glasses.

Eye conditions NOT treated under PEARS

If you have any of the following conditions you must go directly to your nearest Accident and Emergency Department:

- Sudden loss of vision in one or both eyes
- Considerable eye pain
- Significant trauma, such as a penetrating injury or lacerations to the eye(s) or lid(s)
- Chemical injury or burns
- Problems arising from recent eye surgery
- In addition, if you have an eye condition that is being monitored regularly by your optometrist or hospital eye service, such as cataracts, glaucoma or dry eye, this will not be covered by PEARS.

Remember: you may not be able to drive immediately after the eye examination.

Primary Eyecare Acute Referral Scheme (PEARS) has been developed in partnership with the Local Optical Committee and NHS Worcestershire.

What is PEARS?

PEARS is a free service available to all patients registered with a Wyre Forest or South Worcestershire GP.

The service provides patients experiencing recently occurring medical eye conditions with appropriate treatment closer to home.

The service is provided by local optometrists with the specialist knowledge and skills to carry out this work at a locally approved opticians.

Medical eye conditions which can be treated by PEARS

The service is designed for recently occurring medical eye conditions such as:

- Reduction in vision in one or both eyes
- Red eye(s)
- Pain and/or discomfort in the eyes, around the eye area or temples
- Recent onset or sudden increase of flashes and/or floaters in one or both eyes
- Suspected foreign body in the eye.

If you are unsure whether your symptoms qualify, please contact one of the approved opticians who can advise you (list enclosed with this leaflet).

How do I access PEARS?

A list of approved opticians is enclosed with this leaflet. Please be aware that your normal optometrist may have chosen not to offer this service.

You can contact any of these approved opticians directly (self-refer) to make an appointment and ask to be seen under PEARS.

Appointments are available during normal working hours and you will be seen within 24 hours.

Alternatively, if you make an appointment to see your GP, he or she may refer you to the optometrist for treatment.

What happens when I see the optometrist? The optometrist will discuss your eye history, any symptoms you may be experiencing and any related medical history. You will receive an eye assessment relevant to your symptoms. Please take a list of all current medications and your glasses with you to the appointment.

As a result of the consultation you may be:

- Given appropriate treatment by the optometrist, this may include a follow-up appointment
- Referred to your GP for appropriate treatment if your eye condition is related to your general health
- Referred directly to the hospital eye service if your eye condition is more serious.

Following your appointment the optometrist will notify your GP about the outcome of your consultation in order to ensure your medical records are updated.

**NHS WORCESTERSHIRE
PRIMARY EYECARE ACUTE REFERRAL SERVICE (PEARS)
Referral Letter to Optometrist**

Patient Name & Address Mr. M Mouse Moved Away 21 6 90	GP Practice Name and Address Barbourne Health Centre 44 Droitwich Road Worcester WR3 7LH
Patient Tel:	
DOB:04-Jun-1940	Practice Tel: 01905 879100
NHS no:FDR5433	Practice Fax. 01905 616255

Date of Referral:12-Oct-2017	Referring GP:BEARDMORE, Jane (Ms)
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Reason for Referral (please tick):			
Recent reduction in vision		Suspected foreign body	
Red eye/s			
Pain and /or discomfort		Significant recent discharge or watering of the eye	
Recent Flashing lights and /or recent floaters			
Sudden increase in flashing lights or floaters			

Details (if required):
Relevant Medical History / Medication: If attached tick here: <input type="checkbox"/>

PEARS LEAFLET DESCRIBING THE SERVICE (and including list of participating optometrists) MUST BE GIVEN TO THE PATIENT (tick box)

Dear Patient, please make an appointment with an optometrist (optician) as directed by your GP. Tell the optometrist you have a note from your doctor.

LIST OF OPTICIANS PROVIDING PEARS ENHANCED SERVICE

Locality	Name of Opticians	Address/telephone number
Worcester	Actons Opticians	10 Cornmarket, Worcester WR1 2DR 01905 22156
	Boots Opticians	72 – 74 High Street, Worcester WR1 2EU 01905 25613
	Geoffrey Roberts	38 St Johns, Worcester WR2 5AJ 01905 423217
	Specsavers Opticians	64 Broad Street, Worcester WR1 3LY 01905 729779
	Specs Express	10 St Swithins Street, Worcester WR1 2PS 01905 613037
Bewdley	Perrigo Opticians	25 Load Street Bewdley DY12 2AE 01299 403722
Droitwich	Robert J Ellin	41 Ombersley St East, Droitwich Spa WR9 8QS 01905 773054
	Specsavers	10 St Andrews Square Droitwich WR9 8HK 01905 790660
	Waller and Waller	18 St Andrews Street Droitwich WR9 8DY 01905 772729
Kidderminster	Chapman and Myers	9 Rowland Hill Centre, Kidderminster. DY10 1EJ 01562 822276
	Edmund Proctor Associates	Sherington House, 20 Birmingham Road Kidderminster DY10 2BX 01562 745850
	Philip Crawford	8 Oxford Street Kidderminster DY 10 1BB 01562 822577
	Specsavers Ltd	2 Coventry Street, Swan Centre, Kidderminster DY10 2DG 01562 823552
	CG Stephens Opticians	2 Church Street, Kidderminster. DY10 2AD 01562 822803
Evesham	James Osborne	1 – 3 Swan Lane, Evesham WR11 4PA 01386 47997
	Specsavers Evesham	25 Bridge Street, Evesham WR11 4SQ 01386 423301
Malvern	Holland Opticians	16 Graham Road, Malvern, WR14 2HL 01684 573942
	John and Diane Miller	Chartwell House, 38 Church Street Malvern WR14 2AZ 01684 564766
Pershore	Waller and Waller	65 High Street, Pershore WR10 01386 552505
Stourport	Seymour and Easlea	Unit 4, 2 Lombard Street, Stourport. DY13 8DT 01299 877171
	Specsavers Ltd	45 High Street Stourport on Severn DY13 8BX 01299 877999
	Chapman Opticians	12 New Street, Stourport on Severn DY13 8UW 01299 822729
Stourbridge	Julian Hill Opticians	108 Hagley Road, Oldswinford, Stourbridge DY8 1QU 01384 374232
	Hagley Eyecare Studio	41 The Old Woodyard, Hagley Hall, Stourbridge DY19 9LQ 01562 887138
Tenbury Wells	Andrew Jelly Opticians	14 Teme Street, Tenbury Wells, WR15 8BA 01584 811445

Repeat Prescriptions

Prescription Fees

Repeat Request

Order Your Repeat Prescription Online

Ordering Prescriptions Online

If you have signed up for Appointments Online & text reminders you can now order your repeat prescriptions via Patient Access (through the link above) . If you have not registered and wish to order your Prescription online please ask for your registration details next time you are in the surgery. (please bring ID)

Emis Access tends to make the prescription process quicker as comes in direct to our computer system, please get signed up asap!

If you have signed up to online prescriptions and appointments you will automatically be able to view a Summary Record online- giving you details of your medications, allergies and immunisations to help you keep on top of your health!

Repeat Prescriptions

Requests for repeat prescriptions should be made by completing the tear-off slip on your prescription (the white half) and ticking the item (s) you require, you can then either:

- Complete the online request form via Emis.
- Drop it into the surgery and post it into the box provided
- Speak to your local pharmacy, they can order on your behalf and arrange collection
- Post it to the surgery and enclose a SAE and we can return it to you (please allow time for the post!)



"We aim to provide repeat prescriptions within 3 working days of the initial request. If you are ordering your prescriptions very early due to holidays etc, please let us know on the request"

Please also be aware if you are requesting an item that you have not had for more than a year, you may need to be seen by a clinician to get it re-started.

DUE TO THE LARGE AMOUNT OF PRESCRIPTION REQUESTS WE HAVE ON A DAILY BASIS PLEASE COLLECT AFTER 3PM TO ENSURE WE HAVE RECEIVED THEM BACK FROM THE DOCTORS.

When will your prescription be ready?

Anytime MONDAY = THURSDAY AFTER 3PM

Anytime TUESDAY = FRIDAY AFTER 3PM

Anytime WEDNESDAY = MONDAY AFTER 3PM

Anytime THURSDAY = TUESDAY AFTER 3PM

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Anytime FRIDAY = WEDNESDAY AFTER 3PM

We will only contact you if we come across a problem with your request.
Please leave an up to date phone number.



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