Patient Participation Group News

The PPG will be joining staff for dementia awareness training and during the autumn we will be running a public awareness event in the surgery. Please look out in surgery for dates.

During the last couple of years we have been in and around the practice talking to patients about services and benefits which are generally available. It has come to light that not everyone is aware of the benefits they are entitled to. One in five pensioners are missing out on benefits which they are fully entitled to. In some circumstances you can get a benefits check-up over the phone.

60% of eligible people do not receive attendance allowance because they do not realise that they are carers. £5.5 billion in benefits goes unclaimed by older people each year. Remember—if you don’t ask you don’t get!

We have collated some useful numbers and websites for your information:

Independent Age provide a national advice service for older people, their families and carers.

They provide advice on benefits and entitlements, getting a care assessment, moving into a care home, paying for care, being discharged from hospital and much more.

To speak to an expert adviser, call them on 0800 319 6789 (Monday to Friday 10am-4pm) or email advice@independentage.org

Age UK 0800 169 6565 www.ageuk.org.uk

Welfare Rights Service

Free confidential advice and help with benefit problems. Lancashire County Council’s Welfare Rights Service exists to help you with claims for the whole range of social security and local authority benefits and tax credits. There are also several local outpost services in libraries and community venues in Hyndburn, Rossendale & Ribble Valley.

Tel: 0300 123 6739
Email: accrington@welfarerights.com

On-Line benefits calculator

There is a free Benefits Calculator that is available to anyone of any age. This is run by an on-line charity organisation called Turn2us. This is a quick and simple way of checking you are receiving money which you are entitled to. Link below:

http://benefits-calculator.turn2us.org.uk/AboutYou

Website: www.turn2us.org.uk

Text Reminder Service

We have recently started to use a text reminder service for appointments.

Please help us by updating your mobile telephone number. You can do this in the following ways:

- by informing any member of staff, via the website
- by clicking the box ‘click to update your contact details’
- in writing
- if you are registered for on-line services please update contact information on your patient access web page.
**Flu Vaccine Information—Eligible Criteria**

Eligible groups will receive an invitation by letter, text or E mail and will include the following:

- **All Patients aged 65 and over** (born on or before 31.3.1950)
- **Chronic Kidney Disease aged 6 months and older**
- **Chronic Heart Disease aged 6 months or older**
- **Chronic Neurological Disease aged 6 months or older**
- **Diabetes aged 6 months or older**
- **Chronic Respiratory Disease aged 6 months or older**
- **Immunosuppression aged 6 months or older**
- **Patients living in long-stay Residential Homes**
- **Carers**
- **All Children age 2-4**

Children born between 2.9.2009 and 1.9.2012 will be sent an invitation letter for a nasal vaccine. The flu vaccine for children is given as a single dose of nasal spray squirted up each nostril. This is needle free which is a big advantage for children. It’s quick and painless and will mean your child is less likely to become ill if they come into contact with the flu virus. The nasal spray will be offered to all children aged 2 to 4 and all children aged between 2 and 17 who fall in to the eligible criteria.

**Pregnant women**

All pregnant women are eligible for a seasonal Flu Vaccine, and we encourage you to take up the offer. You will not automatically be sent a Flu letter unless you also fall in to another category, so please ask at your next appointment.

**Shingles Vaccine**

The shingles vaccine is being offered to patients aged 70, 78 and 79. This is still a fairly new scheme and is only available to patients aged 70, 78 and 79 on 1st September 2014 to 31st August 2015. These are national instructions and we are unfortunately unable to offer this vaccine to anyone outside of this criteria.
**Flu clinics - How to book**

We will be holding Flu clinics on Saturdays again this year as well as Wednesday evenings which have proved very popular in the past.

Saturday Flu clinics will commence on Saturday 4th October and will be held every Saturday up to and including Saturday 25th October. Provision has been made for further clinics if the demand is sufficient. At the time of writing, Wednesday sessions are in the process of being arranged.

Appointment times range from 9.00am to 12.45 pm on a Saturday and between 5pm and 6.45 pm on a Wednesday.

If you are eligible, please arrange your appointment by calling the practice any week day after 2pm on 01254 282282 choosing option 1 or booking at the reception desk.

We will also have a limited number of appointments at our Baxenden surgery - please ask Reception for details.

**Nursing Home and Housebound Patients**

All Care Homes have been asked to provide a list of patients and to obtain consents. Vaccinations will then be carried out by one of our Nurses.

Patients in Nursing Homes should be vaccinated by the staff at the home.

One of our Nurses will be out to see housebound patients. We will try to get out to you as soon as possible however we would encourage patients—if at all possible—to try to get to surgery.

**Everyone Else!**

For those patients who may not be eligible for the seasonal Flu Vaccination under the NHS, but would still like to have this done, the vaccine is available privately at your local pharmacy. Most pharmacies offer this service, including supermarkets that have a pharmacy on site.

**CONTACT DETAILS**

It is vitally important that you update the surgery when you change your contact details, including mobile phone numbers and e mail addresses.

This can be done in several ways:

On the web at:

www.peelhouse.gpsurgery.net

If you are registered for on-line booking you can update details at the patient access web page.

In writing; Forms are available in reception for you to complete.

If you think you may have changed your mobile number or are unsure if any of the details we hold are correct please complete a form whilst you are in surgery and pop in the box provided.
It’s all change with the trainees

During the year we offer placements to doctors who are at various stages of the qualification process.

All trainee GPs have completed medical school and are qualified doctors.

During August we had the following new starters:
Dr Joseph Fasuyi ST3
Dr Khalid Naeem ST3
Dr Michael Friel ST2

What do the letters mean?
A doctor at ST3 level in training has been qualified for 4 years and will become a GP in 12—24 months.
A doctor at ST2 level in training has been qualified for more than 3 years and will become a GP in 12-24 months.

Puzzle Corner
Can you find the missing word?

Leaves, conkers, bonfire, Halloween, pumpkin, apple, harvest, autumn, brisk, chestnuts

P P G B L X U U N S
S R E K N O C U C N
M W Z N X H T R E M
B R I S K F N X M U
P Q T S E V R A H T
L E A V E S V W A U
X Y E R I F N O B A
Y C H E S T N U T S
E L P P A G A O T U
N I K P M U P N J R