



**BURLINGTON**  
PRIMARY CARE

# Patient Newsletter

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Welcome to the second edition of our patient newsletter. Please read on for an update on everything that is happening in and around our Practice.

To make sure you are always up to date; please follow our page on Facebook which is regularly updated.

## 2019 shutdowns

Practices in Ipswich & East Suffolk have a half day shut down once a month for GP's and staff to attend important training events. Shutdown dates for 2019 are as follows:

Wed 13th February, Thurs 14th March, Thurs 4th April,  
Wed 22nd May, Thurs 20th June, Wed 11th September,  
Thurs 10th October, Wed 6th November, Wed 11th  
December

From 1pm on the above dates no appointments will be provided but the Surgery phones will be manned by Care UK (out of hours provider)



Do you have medication queries but aren't sure who to ask? Would you like to feel more informed about your health? Do you have questions about the Practice but aren't sure who to ask?

Our PPG are in the process of setting up a regular drop in session for patients. The idea is that patients pass their queries or concerns onto the PPG members. The PPG members will collate these issues and will then set about getting information to patients. For example, if lots of patients have queries about medication then an educational session will be set up for patients to attend. A clinician will run the sessions and it will be a way of educating lots of patients all in one go.

Please keep an eye out for our PPG members who will be spending time in our waiting rooms speaking to patients in the near future.



## Self-Care Week

The week beginning 14<sup>th</sup> January saw Burlington Primary Care's self-care week which focused on promoting physical activity.

The church hall was hired for the week and a range of organisations offered free taster sessions for patients. The following sessions were attended by a variety of patients:

- Breathe well sessions – exercise class for those patients with badly controlled respiratory problems
- Man versus fat – football based session for overweight men
- Mind and movement sessions – pilates based session for those patients with low level mental health issues
- Functional fitness MOT's – patients age 60+ with low mobility
- Cancer sessions – exercises suitable for patients recovering from or being treated for cancer
- 1:1 sessions – patients over 18 who wish to be more active
- CVD sessions – patients with a cardio vascular problem who wish to be more active.

The week was finished off with a fayre event which was attended by a variety of organisations including Park Run, This Girl Can, One Life Suffolk, Ipswich Borough Council, the CCG and Suffolk Sports. An ambassador from This Girl Can gave a talk on her experiences of increasing physical activity. We are hoping to be able to run similar health education events in the future.



On the Saturday of that week Burlington Primary Care took part in the first Park Run since signing up to be a Park Run Practice. Our local parkrun is in Christchurch Park and happens every Saturday at 9am. Some of our staff already get involved, whether it be to run the 5K course, walk it, marshal it or just spectate and cheer on participants. Park run is completely free of charge - just **register** on the website below before your first run. Don't forget to bring a **printed** copy of your barcode. If you forget it, you won't get a time.

It's a friendly, social and strangely addictive event which sets you up for a great weekend. For more information and to sign up go to [www.parkrun.org.uk/ipswich](http://www.parkrun.org.uk/ipswich)



A brand new and very exciting initiative took place in February between Burlington Primary Care and Snape Maltings.

Singing for health and well-being is growing in popularity and studies refer to the pain relieving benefits of singing, through the production of endorphins. Chronic pain is also associated with depression, anxiety and isolation which are all things which group singing claims to alleviate.

Emily Foulkes (a Voice Practitioner and Trauma and Mental Health Informed Practitioner) ran a complimentary session for BPC patients who are suffering from chronic pain. This was a fantastic opportunity for our patients to try a free of charge taster session. The session was a relaxed and fun workshop combining gentle movement, sound, mindfulness and singing to help manage chronic pain. We are hoping to be able to run similar events in the future.

## Who can see my health record?

Approximately 98% of patients in England have a Summary Care Record already. The basic Summary Care Record is a list of what medication you're on and what you're allergic to. This is held centrally by the NHS and can only be accessed by authorised healthcare staff. All access to this is recorded in a log that cannot be altered.

An option you now have is to add "Additional Information" to your Summary Care Record. This makes the Summary Care Record a much more useful source of information for departments like A&E and the Ambulance service if they need to treat you in an emergency.

The information that will be included in your Summary Care Record if you choose to add it is:

- Significant medical history (past and present)
- Reasons for medication
- Anticipatory care information (such as information about the management of long term conditions)
- Communication preferences
- End of life care information
- Immunisations

## Full health record sharing

Another option you have for sharing your health record is "Full Health Record Sharing". If you ask your GP surgery to enable this, it will make your full health record available to other providers who are caring for you if their computer system supports it. It's important to note that this is not something people can just look at; they need to be actively caring for you and have your permission to view the record.

## Medication changes/updates following discharge from the hospital

If you have any changes to your medication (i.e. new items prescribed) could you please ensure that you request these items in writing in the normal way i.e. using patient online access, via a letter/request slip or through your nominated Pharmacy.

Although we update your medication screen with any changes suggested by the hospital, we do need you to put in a request for this medication, allowing the usual 72 hours for us to process this request. Thank you for your support.

## Burlington's Social Fridays

Fridays at Burlington Road are now all about social prescribing. Over the next few months we will be having 2 different organisations based at the Surgery on a Friday - The Julian Project and Citizen Advice Bureau (social prescribing)

All of the projects are aimed at patients who essentially have a social problems such as debt, housing, chaotic lives, difficulty motivating themselves, poor social networks etc. There will be external link workers providing regular clinics.

The social prescribing project is aimed at general social difficulty, however if they have social problems with a moderate to severe psychological disorder including personality disorder then the Julian Project worker is better suited (this does not have to be a diagnosed condition). The criteria are purposefully wide for a few reasons:

1. Because social problems directly impact physical and psychological health. Then any improvement in a person's social situation will improve their health but more importantly their perception of their health which directly impacts their use of our service and their outcomes.
2. They will have up to six 45min to 1hour sessions to unpick all of their issues. This is time we cannot offer.
3. They will usually have multiple social problems.



## Burlington goes green

At Burlington Primary Care we are, like many, concerned about the environment and are trying to introduce new initiatives to the Practice to reduce our carbon footprint. So this year we have introduced mixed recycling in all our rooms and have stopped using plastic cups for our water machine. Putting this into the context of going green at BPC, this will be saving at least 4000 pieces of plastic each year. We are also in the process of upgrading all our lighting on site to LED's

### Online access

Sign up to GP online services and you'll be able to use a website or app to:

- book or cancel appointments online with a GP or nurse
- order repeat prescriptions online
- view parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results
- view clinical correspondence such as hospital discharge summaries, outpatient appointment letters and referral

To sign up for GP online services:

1. Take photo ID (passport or driving license) and proof of address (such as a utility bill) to your GP practice and tell them you want to start using their online services.
2. Fill in the short registration form that you are given by your practice.
3. Once you have signed up, you will receive a letter with instructions on how to log in.



Some of our staff have signed up to take part in the Great East Swim Outreach Programme 2019. This provides an opportunity for you to take part in a progressive programme of training and support to help you get active, with the goal of taking part in the Great East Swim on Saturday 22nd June 2019. This challenge involves a half mile or 1 mile open water swim in Alton Water Reservoir in Holbrook, Suffolk.

The programme is open to individuals aged 18+ who are currently inactive: This means you must be doing less than 30 minutes physical activity per week.

**The programme is now open for applications and will close on Friday 22nd March 2019. But be quick as places are limited. For more information go to [www.suffolksport.com/greateastswim](http://www.suffolksport.com/greateastswim)**

### Charity Begins at home

Staff at Burlington Primary Care recently took part in a couple of charity events

Dr Wragg kindly made some beautiful wooden Christmas trees which were auctioned off to staff for the Blossom Appeal (An appeal to build a new breast care centre at Ipswich Hospital). The Doctor's matched all donations from staff and a grand total of £220 was raised. We also all dug out our festive knits for Wooley Pulley day on 14<sup>th</sup> December in aid of Save the Children. Everyone made a real effort with their jumpers and a grand total of £256.70 was raised.



So a total of **£476.70** has gone to two very worthy causes.