



PATIENTS'

FORUM

THE MOST EFFECTIVE WAY TO LOOK AFTER YOUR HEALTH

Self-care is the best choice to treat minor illnesses and injuries. A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.

An adult can self-care for these complaints:

- Back pain
Burns and scalds
Chest infections, Colds and flu
Constipation
Cuts and grazes
Diarrhoea and vomiting
Fits and seizures
Head injuries
Sore throats
Strains and sprains
Taking your temperature
Urinary tract infections



You can also self-care for children's symptoms in many instances

There are people who can help you when looking after yourself at home isn't enough

If it is not an immediate emergency then call NHS 111. NHS 111 is available 24 hours a day, seven days a week and can advise you the best local service for the care you need.



Pharmacists dispense your prescriptions and other medicines, offer testing and screening for common conditions and can advise on minor ailments.

- Services: Emergency contraception, Weight management, Incontinence supplies, Needle exchange, Supervised drug administration, Pregnancy testing, Stop smoking services, New medicine services, Chlamydia screening and treatment

- Minor ailments: Bugs and viruses, Minor injuries, Tummy troubles, Women's health, Skin conditions, Allergies, Aches and pains, Children's problems

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Your local doctor's practice provides a wide range of family health services, including: advice on health problems, vaccinations, examinations and treatment, prescriptions for medicines, referrals to other health and social services.

Your practice will make sure you get to speak to a healthcare professional on the same day if you have an urgent condition. If it is more convenient, you can also book appointments in advance.

GPs are available 24 hours a day, seven days a week. If you need to see a GP outside normal surgery hours, call 111 and you'll be directed to the GP out-of-hours service.

GPs work with the team including nurses, health visitors and midwives. If a GP cannot deal with your problem themselves, they usually refer you to a hospital for tests, treatment or to see a consultant with specialist knowledge.

Sometimes, you may be so unwell that you need to go to a hospital. When self-care and NHS services in your area can't make things better, or when something is so serious that you need an ambulance going to Accident and Emergency might be the best thing to do.

- Loss of consciousness
Acute confused state and fits that are not stopping
Persistent, severe chest pain
Breathing difficulties
Severe bleeding that cannot be stopped



The doctors and nurses at A&E are highly trained in emergency medicine and have access to equipment and treatments for life threatening conditions. At A&E, a doctor or nurse will assess your condition and decide on further action using a system called clinical triage.

As many as one in four people who go to A&E could care for themselves or use alternative treatment. Incorrect use of A&E departments in our area, Horsham and Mid-Sussex, cost the NHS around £1.5 million a year.

HELPING YOU STAY INFORMED. @ParkViewHP

You can receive up to the minute information about the practice whether you are a registered user or not via the Twitter website. According to studies, Twitter is used more by older adults than teens which makes it an ideal information forum for our patients.



New computer system from October

Everything that goes on in the practice is logged on the computer, from staff training and meetings to your fit note and next of kin details. All the paperwork is scanned and attached to your records so that your GP practice holds the most complete record of your medical history.



It involves different way of accessing the information and is likely to prove more useful to the clinicians. However, it is a very steep learning curve for us all and patients are asked to bear with us for the next 3 months whilst we get to grips with the new system.

A patient asks:

As a new patient, I was wondering whether you had considered installing an LED screen to display the name of the next patient to be seen. My previous doctor surgeries have had these and they are very useful especially for those of us with surnames that can be easily mispronounced!

We answer:

At Park View Health Partnership, unlike many practices nowadays, there is a named doctor/patient list. Two GPs look after half of the registered patients each, and get to know them well.

The clinical staff call the patients out by name in the waiting room as they feel it promotes a more personal approach, rather than issuing an electronic request or a disembodied voice from a consulting room.

There are, of course, negatives to consider as well as positives. You have already highlighted incorrect name pronunciations and patients worry that they may have missed the appointment because they have not heard their name called.

When the practice moved into this building over five years ago, we considered installing an LED screen. It has been considered twice this then, but the GPs still prefer the personal approach.

Park View Health Partnership Patient Group A patient's perspective

The patient group was formulated a few years ago with the intention to represent an overall cross section of all patients. It helps to provide feedback and support to the Practice on issues raised and endeavours to assist in formulating policies and services.

Currently meetings are held every 2 months (the next being on 8th January at 5pm). They usually last about 1 hour and are chaired by Helen Corpe, the Practice Manager at Park View.

Park View has 5280 patients registered at present. In order to improve communication on developments at the Practice, a news letter is issued on a regular basis and there is also a web-site (www.parkviewhealth.co.uk) which contains considerable information about the Practice.

Appointments are one of the key issues for all GP practices and ensuring that they are all fully utilised is extremely important. One message therefore to all patients is to ask that you attend at your appointment time or give notice of cancellation so it can be taken by someone else.

There are usually about 8 to 10 people at meetings although in May just over 20 came along. It is appreciated that people do live busy lives and have many other activities to attend to.



(posed by actors)