

Welcome to Northampton Central

Sigmoidoscopy Clinic - Patient Experiences

Northampton Central began running a pilot Locality Clinic for Rigid Sigmoidoscopy and Haemorrhoid Destruction at the end of November 2012.

One of the questions asks whether the patient would be happy to take part in a case study for this clinic and to date 3 patients have been visited by the Locality Team. This is what they had to say:

To date 3 patients have been visited all of whom had similar comments, such as:

- Given the choice of the hospital if preferred, but as the waiting list at the hospital was so long she opted to go to the clinic.
- The letter arrived within a matter of days and the appointment was only a couple of weeks later. Really pleased to get an appointment so quickly the hospital would have been much longer.
- Attending the hospital is inconvenient, the clinic is closer to home and it was much easier to park.
- Having clinics like this in the locality is a really good way of utilizing GP's other skills

Didn't know it existed should advertise it – Told a friend..

With regard to the doctor:

- The doctor took time to explain everything, was respectful and I could trust him completely.
- They [Nurse and Doctor] put me really at ease and answered all of my questions, it was really good that they had plenty of time to listen, I didn't feel rushed.
- The doctor was the most pleasant doctor I have ever met, I didn't feel embarrassed at all".
- People should just be relaxed and not to be worried. Can't fault it.
- Family member also referred to the clinic and was a little concerned, so was able to put their mind at rest.

If you have Sigmoidoscopy Clinic and you would like to share your story please contact Jane Finch on 01604 651861 janefinch@nhs.net

Do you have a positive story about an NHS service you have received in Northampton West that you would like to share?

If you have recently attended an NHS service within the Northampton Central Locality and would like to share your positive experience please contact Kelly West on kellywest@nhs.net or 01604 651446

What's your story

Patient Self Care

A series of online Health Guides have been developed to help patients manage their own health and stay fit and healthy. The guides are:

- A guide for parents and carers of children Common Childhood Illnesses
- A guide to keeping healthy and happy later in life
- A Young Persons Guide to Health and Happiness

Interactive web based versions of all of the guides are available at:

<http://www.neneccg.nhs.uk/health-guides/>

The website also contains plain text versions of the Common Childhood Illnesses booklet in the following languages: Russian, Polish, Portuguese & Lithuanian.

The Locality Team recently spoke to a Health Visitor who said parents really like the Common Childhood Illnesses hard copy booklets. The patients really appreciate that the guides explain simple things they can do themselves at home and services in the area that are available to them. Some of the parents have said “it’s a really good guide and it would have been really useful to have when I had my other children”.



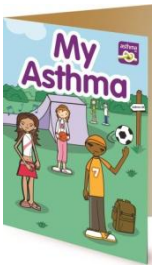
Do you or your child have Asthma?

GP Practices in Northampton Central are participating in the Asthma Self-Management Project, and may invite you to meet with the Nurse to discuss in more detail your Asthma and how to manage your symptoms.

If you would like further information please contact your GP reception.

More information on Asthma can be found at

asthma.org.uk



*with you every
breath of the way*



Accident & Emergency (A&E)

A&E Attendances:

Every time a patient visits the A&E department and registers at reception it cost the NHS **£58** at a minimum and can cost up to **£250** even if that patient does not receive ANY treatment or if the patient leaves before being seen. During April 2011 to March 2012 our Locality paid £73,801 for patients that left A&E before being seen or refused treatment. This could have paid for 11 hip replacements in our Locality.



999 and Ambulance Costs:

Every time a patient calls 999 there are costs associated with each step:

Just a 999 call - **£5.52**

A 999 call with advice given over the phone - **£20.98**

A 999 call and a visit from a paramedic including treatment on site – **£217.28**

A 999 call, ambulance sent out to site and patient taken into A&E - **£194.12**

If you have any comments or feedback on any of the Locality projects we would love to hear from you!! Please contact Kelly West on the following details:

kellywest@nhs.net Or, Kelly West, Francis Crick House, Summerhouse Road, Moulton Park, Northampton, NN3 6BF.



Locality Engagement Group

Northampton Central holds a Locality Engagement Group every quarter, anyone is welcome to come to these meetings to give their feedback on Locality services and their ideas for how the services can be improved.

The next Locality Engagement Group is being held on Thursday 21st November 2013, 18:45 at King Edward Road Surgery, King Edward Road, Northampton, NN1 5LY.

If you wish to attend the next Locality Engagement Group or any of the Locality projects please do not hesitate to contact Kelly West on 01604 651446 or email: kellywest@nhs.net

If you would like to be part of your GP Practice participation group, you can contact your practice directly or find details on their website.

The GP Practices that are part of the Northampton Central area are:

Abington Medical Centre	Abington Park Surgery	County Surgery
The Crescent Medical Centre	Greenview Surgery	King Edward Road Surgery
Maple Access Partnership	The Mounts Medical Centre	Park Avenue Medical Centre

NHS 111

For confidential health advice and information 24 hours a day

To find your local pharmacy visit www.nhs.uk/servicesdirectories

GP Services in the Evening or at Weekends call NHS 111 who will direct you to GP out of hours if appropriate

Most Minor Injuries can be treated at your local GP Practice

A&E Northampton General Hospital, Cliftonville Road
01604 634700



Not all accidents are emergencies. Please leave A&E to those who need it.