

## Welcome to Northampton West

### Chronic Obstructive Pulmonary Disease (COPD)

#### A Patient's Experience

GP Practices in our Locality have been carrying out self-management assessments for COPD patients, assessing both their physical and mental health. The Practice working through a self-management plan to help patients them support their own condition.

The feedback from patients has been positive with 63% of patients very satisfied with their appointment. As part of the feedback process the Locality Team visits some of the patients so they can share their story.

Below is a patient's experience of the COPD self-management assessments and the COPD Publications provided to her *(for the purpose of this article the patients name has been removed and replaced*

Mrs J has suffered from bronchitis since she was 8 years old and is also a smoker; she lives alone with no family living close by.

She is 76 and a very resilient woman, who manages her condition extremely well and goes to her GP/nurse for regular condition reviews; she knows what things to avoid to prevent flare ups and exacerbations. Mrs J is quite well informed about COPD the appointment at her practice was very helpful and informative and she has found the pack issued a very good idea (she has had the pack for the last couple of years) and also took the pack with her when she was admitted to hospital some time ago.

Mrs J said the COPD pack along with the emergency medication she keeps at home helps her. The medication allows her to start treatment at the onset of any problems day or night. She was recently ill due to the hot weather and had to use medication from her emergency pack.

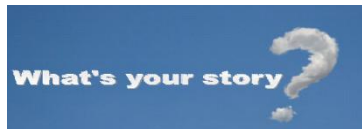
If you have had a COPD self-management assessment and pack and you would like to share your story please contact Hema Sutton on 01604 651122 [hema.sutton@nhs.net](mailto:hema.sutton@nhs.net)



## 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 West Locality and would like to share your positive experience please contact Kelly West on

[kellywest@nhs.net](mailto:kellywest@nhs.net) or 01604 651446



## 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”.



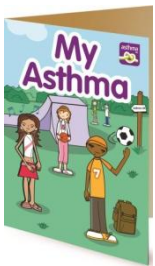
## Do you or your child have Asthma?

GP Practices in Northampton West 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](http://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 costs 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 2012 to March 2013 our Locality paid £67,715 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 approximate 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](mailto:kellywest@nhs.net) Or, Kelly West, Francis Crick House, Summerhouse Road, Moulton Park, Northampton, NN3 6BF.



## Locality Engagement Group

Northampton West 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 2<sup>nd</sup> December 2013, 18:00 at Francis Crick House, 6 Summerhouse Road, Moulton Park, Northampton, nn3 6bf

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](mailto: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 West area are:

Clarence Avenue Surgery	Delapre Medical Centre	St Luke's Primary Care Centre
Kingsthorpe Medical Centre	Langham Place Surgery	Leicester Terrace Health Care Centre
Queensview Medical Centre	The Pines Surgery	

**NHS 111**  
For confidential health advice and information 24 hours a day

To find your local pharmacy visit [www.nhs.uk/servicesdirectories](http://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.**