



# GPS Healthcare

## General Practice Solihull

### PATIENT NEWSLETTER - AUTUMN 2017

We hope that you find the information useful and welcome any suggestions for future content

## Welcome to the GPS Healthcare Patient Newsletter

### Book your Winter Vaccinations Now!

Our winter supply of vaccinations are now available. Please see the dates of our vaccination clinics within your local Surgery. We are vaccinating for;

- Flu
- Pneumonia
- Shingles
- Childhood Flu

Please contact the surgery to see if you are eligible for a vaccination



### What's New?

- Flu Clinics available
- Change to Repeat Prescription Collections
- New patient survey to be launched in October
- Village and Tanworth Lane combined services
- Advanced Nurse Practitioner service starts at Tanworth Lane

## Changes to prescription requests

Starting from **1st September 2017** GPS Healthcare will only be accepting prescription/medication requests from patients and their carers.

If your pharmacy currently orders medication on your behalf, this will change from **1st September**.

You (or your carer) will now need to order your prescription directly from our surgeries. Please see **further details on page 2**.

## Improving access for our patients

To improve our patients access to GP and Nurse services we are trialling a new system of working across our Village and Tanworth Lane Surgeries starting from 7th September. This will include;

- ♦ **Patient navigation** - getting the right patient to the right clinician
- ♦ **Flexibility** - different appointment times
- ♦ **Triage** - to improve same day access for emergencies

Please see the **separate newsletter** regarding this change

## Repeat Prescription / Medication Request Changes

From 1st September the pharmacy can no longer place medication/prescription orders on your behalf .

- ◆ If you order directly from your GP Surgery - this will not be affected
- ◆ Pharmacies that collect paper prescriptions from GP surgeries will still do so
- ◆ Pharmacies that deliver medications and other items to you will still do so
- ◆ Electronic transfer of prescriptions (ETP) to your pharmacy will not be affected



### How do I order my repeat prescription ?

Please start to order your repeat prescription directly from the surgery rather than relying on your pharmacy to do this for you. You can order repeat prescriptions in the following ways;

#### At the surgery

- ◆ Please tick the appropriate items on your repeats list and place into the prescriptions box / through the letter box at the surgery

#### Via our website

- ◆ Request via our website [www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk) (you will need to register for this service)

### When do I order my repeat prescriptions?

Medication should only be ordered when it is needed.

Only order a new prescription when you have between 5-7 days' of medication remaining.

You will need to allow minimum 2-3 days (Monday to Friday) for the prescription to be issued.

### Why has this change happened?

Over the last few years, many patients have allowed the Pharmacy to order medication on their behalf, which has resulted in many medications being wasted as they were never needed or only needed occasionally.

We, **alongside other practices in Solihull and also across Birmingham** have decided to change this system.

- ✓ Improved Medication Reviews
- ✓ Reduce the stockpiling old medications
- ✓ Saving NHS Money by reducing medicines waste



## Thank you to our wonderful patients!

We have received **two very generous donations** from our patients that has enabled GPS Healthcare to purchase a new **Hyfreicator**. This will help

our GP's with performing Minor Operations, decreasing wait times for our patients and reducing pressure on the secondary care services at our hospitals.

*"in recognition of the exemplary advice, care and consideration that we have received from all the staff of The Village Surgery throughout 2016. We are very conscious that while we regularly meeting a Doctor or Nurse or one of the Receptionists, there are many others in the team whom we may never meet, but who support the extremely efficient service that we the patient receives. By this contribution we seek to recognise and thank every member of The Village Surgery."* **Patient 1**

*"£300 was donated by a patient who was aware that there was a shortfall for the piece of equipment we wished to purchase and he wished to make up the difference in thanks for all the care and support he has received from the surgery".* **Patient 2**

**Please don't be annoyed!  
Please help the reception team when booking your appointment.**

Our Reception team would like to ensure all of our patients are seen by the right clinician for their care needs and within a safe time period.

Please **tell our receptionists the nature of your appointment** so that they can;

- ◆ Book you with the most appropriate clinician
- ◆ Identify urgent cases of care that must be passed to a GP immediately
- ◆ Ensure you are seen within a safe period of time

## SPECIAL EVENTS



We are pleased to link with the **Alzheimer's Society** who will be hosting a stand providing support and useful information to those who require it

**Every Wednesday 9:30-11:30 am  
(alternate sites)**

At the Alzheimer's Society, we believe passionately that life doesn't end when dementia begins. We are here for anyone affected by dementia, and we do everything we can to keep people with dementia connected to their lives and the people who matter most

## Join our Patient Group

We are a small group of patients, who are representative of the practice population who act as a critical friend to the practice.

This means offering both praise and criticism, suggesting new services and debating local issues.

We are always keen to recruit new members. Please contact the Site Manager if you would like more information.

# Patient Survey 2017



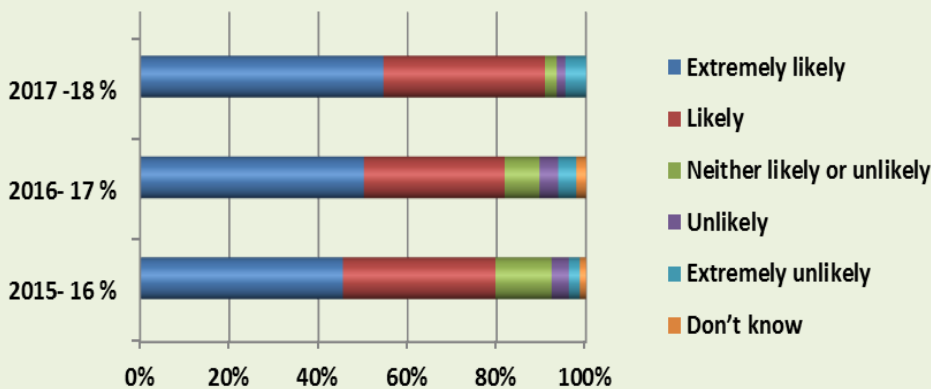
Our 2017 Patient Survey will be launched between October and December this year .

In 2016 we surveyed just under 1000 patients. One year on, we have looked back on the changes we have made and are looking forward to launching the 2017 survey to establish if our efforts have resulted in improved patient service.

## Friends and Family Test Results 2016 -2017

- ◆ An average 80 patients complete Friends and Family Tests per month across our practices
- ◆ This insight to our patient services is an invaluable tool and one that is used to target areas of improvement

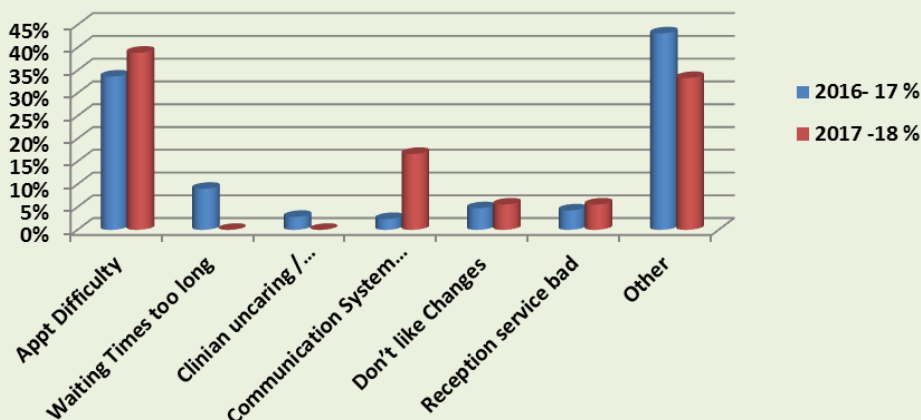
Friends and Family - Patient Recommendation  
Year on Year performance  
(% of pts who completed the F&F form)



% of patients 'Extremely likely' and 'likely' to recommend GPSH has improved year on year

- ☑ 80% in 2015 increasing to 91% in first quarter of 2017

Friends and Family - Areas for attention  
Year on Year Comparison  
(% of the number of areas for improvement)



Patients who added commentary;

- ☑ increase in those dissatisfied with appointment availability and the communication system
- ☑ improvement in waiting times and clinician communication skills

## Would you like to Quit Smoking?

We are pleased to announce the launch of the Quit Smoking Service QUIT51 at 2 of our Practice Sites;

- Yew Tree Medical Centre : Thursday 1-3pm
- Park Surgery : 10am - 12pm

Please speak to the Nurse, GP or Receptionist about being referred to one of our clinics

## Appointment availability - can you help?

On average 300 patients do not attend their appointments (DNA) each month and do not call to cancel in advance. This means that 300 patients were unable to see their Doctor / Nurse this month.

If you are unable to attend your appointment please call to cancel and arrange another one as appropriate. You are now also able to do this through our website .

## Team Changes

We welcome Dr Amin, Dr Sur and Dr Mirza to join our team of General Practitioners.

Sarah Tucker Advanced Nurse Practitioner and Genine Williams Nurse Practitioner join our team at Tanworth Lane Surgery. Sarah and Genine have a vast amount of NHS experience and are looking forward to supporting our clinical team.

Kasim Choudhary new Site Manager for Knowle Surgery joined our team in July, following more than 10yrs in NHS Leadership roles within primary care.

Majella Horabin and Dipika Chauhan join our central management team, supporting our clinical and non-clinical teams with there extensive leadership, process improvement and NHS primary care experience.

We also welcome Roseanna, Chloe, Tracey, Jessica, Karen and Christine to our team of Receptionists and Administrators who are working across the practices to support in delivering our patient services.

## Patient Accessibility

We aim to meet all patient communication needs and we want to ensure that all patients can understand the different types of information that we provide. If you require any assistance with communication please let the practice know.

## Facts and Figures

*(April - June 17)*

<b>No. of Patients</b>	<b>40, 897</b>
<b>Appointments Booked</b>	<b>42,381</b>
<b>DNA % Rate</b>	<b>948</b>
<b>(Did not Attend)</b>	<b>/ 2.2%</b>
<b>Health Checks</b>	<b>613</b>
<b>40-74 Yr Olds</b>	

## Are you a Carer?

Do you need help or advice?  
Please contact our Reception Team who will be able to assist you

## Do It Online!

[www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk) is available to all of our patients . Contact reception to enable your access;

- Book and Cancel Appointments
- Order Repeat Prescriptions
- Make enquiries

Please complete our Friends and Family Test

 The Friends and Family Test

which is available in our waiting rooms and on our webpage.



## Flu and Pneumo Vaccines (Source: NHS) Choices

**Flu is a highly infectious illness** that spreads rapidly through the coughs and sneezes of people who are carrying the virus. Flu symptoms can hit quite suddenly and severely. They usually include fever, chills, headaches and aching muscles.

### How the flu vaccine works

- The flu vaccine may only protect you for a year because the viruses that cause flu are always changing
- The flu vaccine only protects against flu, not other illnesses caused by other viruses, such as the common cold.
- The injected and nasal spray flu vaccines contain inactivated, or killed, strains of the flu virus and cannot cause flu. Both vaccines are grown on fertilised hens' eggs so anyone with an egg

## Pneumo Vaccine

The pneumococcal vaccine is available free on the NHS to everyone aged 65 or over, and for younger people with some serious medical conditions. But it's a one-off jab rather than an annual one. When you see your GP for a flu jab, ask whether you also need the pneumococcal vaccine.

## Childhood Flu

The flu vaccine for children is a nasal spray and is available each year on the NHS for a range of two-, three- and four-year-olds. Children with a long-term health condition should also have a flu vaccination because their illness could get worse if they catch flu.

### How effective is the flu jab?

No vaccine is 100% effective, however, people who have had the flu jab are less likely to get flu. If you do get flu despite having the jab, it will probably be milder than if you haven't been vaccinated.

### Flu jab side effects

The flu jab doesn't cause flu as it doesn't contain live viruses.

However, you may experience side effects after having the jab, such as sore arm, a temperature and aching muscles for a couple of days afterwards. More severe reactions are rare.

### Who should have the flu jab?

See your GP if you're 65 or over, have a serious medical condition; are pregnant; are a Carer

### Pregnant women and the flu jab

If you're pregnant, you should have the flu jab, regardless of the stage of pregnancy you've reached. Pregnant women are more prone to complications from flu that can cause serious illness for mother and baby.

### Carers and the flu jab

If you're the carer of an elderly or disabled person, make sure they've had their flu jab. As a carer, you could be eligible for a flu jab too. Ask your GP for advice.