



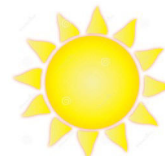
GPS Healthcare

General Practice Solihull

PATIENT NEWSLETTER - SUMMER 2021

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

Welcome to the GPS Summer Newsletter!
We hope you are keeping safe and well



COVID-19
Let's take this next step, safely.



COVID-19 VACCINE

We are currently vaccinating patients who are **18+ years old** as well as booking in second doses at 12 weeks for those patients who have already had their first vaccination

DO NOT contact the practice to ask about COVID-19
You will be contacted when you are eligible to receive either of your vaccinations
PLEASE ENSURE YOUR CONTACT DETAILS ARE UP TO DATE

HEALTH CHECKS

It is important to get your health check booked in with us if you are aged 40 to 74. This can help to detect and prevent conditions such as diabetes, heart disease, kidney disease, strokes and dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

KNOW YOUR NUMBERS!

Did you know you can check your blood pressure in the surgery? We have blood pressure machines in each of our waiting rooms that are available to use. We have included more information in this newsletter about the importance of knowing your blood pressure as part of Blood Pressure UK's campaign, Know Your Numbers!

HAYFEVER

We have lots of enquiries about hay fever at this time of year that takes up a lot of time. Please see the local pharmacist for help and advice as a first step. If their recommendation is not working for you then the reception team will book in with our clinical pharmacists to see how we can further help you, this also preserves essential GP slots



****It is still essential to wear a face covering to your appointment, unless you have proof of exemption****

Urgent!

If you have a new cough, temperature or loss of taste and smell, please self-isolate and book a Covid-19 test immediately

PLEASE do not come into the surgery or try to book an appointment. Please book in for testing at one of the government centres

Minutes from PPG Meetings are available for review on the GPS Healthcare website.

Latest Highlights

Why is the receptionist asking about my problem?

Our reception team will ask about the issue you care calling about, this is a standard protocol for GPS Healthcare. Don't worry, they are not being "nosey" or prying into you medical business, they are simply trying to assess which clinician you would benefit most from seeing. While they are not medically trained they do know the practice and who would be most suitable for your needs. We have a number of different clinicians who can assist you with a medical enquiry including, HCA's, Social Prescribers, Nurses, Advanced Nurse Practitioners, Phlebotomists, Clinical Pharmacists and GPs. We want to make sure you are seen as quickly as possible by someone who can help you, to do this the reception team need a brief description of the issue at the time of booking the appointment. This ensures that you are booked in the appropriate clinics with the best available person while preserving other appointments with alternative clinicians that might be needed by other patients.

Why am I being referred to the Pharmacist?

GPS Healthcare have a wonderful team of clinical pharmacists who are able to help with a wide range of issues you may be experiencing. These clinicians are able to advise and refer in a number of areas. The reception team will refer you to the community pharmacist first for all minor ailments & illnesses. You can find a list of these conditions here: <https://www.gpshealthcare.co.uk/edit/minor-ailments-and-illnesses>. They will be able to assess, advise and signpost you back to the GP surgery if they have any concerns, this is often quicker than waiting for the GP and they can deal with a wide variety of issues.

Are you a Knowle, Tanworth Lane or Park Surgery Patient?

WE NEED YOU!!



We are looking for members to join the PPG from these surgeries to help us gain a better understanding of our patients experience! If you would like your voice to be heard and be a representative of your surgery in our PPG meetings please let a member of our reception staff know or fill in the form on our website, we look forward to seeing you soon!

Would you like to join our Patient Group?



We would really appreciate new members within our Patient Group to support with improving and sustaining excellent patient care across GPS Healthcare. We have local PPG at our Branches and also a Group PPG. Come join us and help GPS Healthcare to improve our patient services.

Please visit our website for more information!

Make Suggestions

Have your say!
Please provide suggestions on how to improve our services, via your surgery email or the patient survey

Booking Appointments

Our reception teams are working hard to make sure that we continue our patient care. Please be aware that all appointments must be booked as a telephone consult as a first port of call. Due to this the team will need to ask for a brief description of the issue you need to be seen for. This gives them a better understanding who would be most appropriate to see you and gives the clinician and understanding of the appointment needs before speaking to you.

If you are then in need of a face to face appointment, this will be determined and booked by the clinician after the first telephone appointment has been completed.

Reception staff are not able to book in face to face appointments at this time.





GPS Healthcare will be in touch when the vaccine is available to each patient. Please do not contact the surgery and rest assured we will be in touch as soon as you are able to be vaccinated or are ready for your second dose

Appointments



Please note that all contact must continue to be telephone first. We are still able to provide a lot of care remotely at this time. You will not be able to access the surgery without an appointment and a clinician will decide whether you are in need of a face to face appointment after your telephone triage.

The Delta Variant (Source: www.dw.com)

The delta variant has multiple mutations. Scientists don't know the exact function of these mutations at this point in time but they are associated with allowing the virus to bind to the cells of humans and helping the virus to escape some immune responses, said Deepti Gurdasani, a clinical epidemiologist at Queen Mary University of London.

The delta variant is widespread and has been detected in more than 80 countries so far, according to the WHO. PHE research found that the delta variant is associated with a 64% increased chance of household transmission compared to the alpha variant (B.1.1.7) first identified in the UK.

A PHE study awaiting peer review found that the Pfizer-BioNTech vaccine was 94% effective against hospitalization after one dose and 96% effective against hospitalization after two doses. AstraZeneca was 71% effective after one dose and 92% effective after two.

Covid-19 Vaccinations

Who can have which vaccination? (Source Gov.uk)

If you have already been given one vaccination you are currently being booked into to receive the second vaccination of the same type.

Pfizer - Anyone can have this unless you have anaphylaxis, use an epipen or have had a reaction to or been hospitalized due to allergies to any food or medication.

Astra Zeneca - Anyone can have this unless you are aged 30 or under, following government and clinical advice.

Moderna - This is available to everyone, but will be prioritised to those 30 and under.

What is GPS doing?

We can confirm that all patients will be offered the vaccine when stocks and clinics are available. We began our vaccination programme of our patients in December 2020 alongside Solihull Healthcare Partnership, we are proud to be amongst the first to deliver the COVID vaccine and to continue to protect our patients. We are complying with rules set by the Government around priority groups and approved locations.

Can I go to the Mass vaccination site?

Yes! If that is convenient for you and you prefer to go here, then please book in via the details provided on your invite. We do not book in for these centres and cannot arrange these appointments. If you would rather wait and come to our Monkspath centre then please be patient and wait for your invite from GPS Healthcare. We will be in touch when you are eligible.

Who are we vaccinating?

We are currently vaccinating our patients 18 years and over and those who are needing a second dose.

We will be contacting patients via text and phone call as we move through the groups so please make sure your contact details are up to date on your patient record. You can update these via the website or over the phone.



TEAM CHANGES

DOCTORS

We welcome back Dr Patel to our surgery and are delighted that he couldn't stay away and is seeing patients with us again. Welcome to Dr Gibbons, she has joined the team at Knowle, we are delighted to have her expertise and experience on board to see our patients and help provide care for all.

Care Coordinators

Sophie Wiseman and John Truman have been on board to help us run things over at the CoVac site (Monkspath). They oversee the running of the site and work together run the operational side of our vaccination centre.



Covac Team

We have been very busy hiring some excellent casual workers over at the Monkspath Vaccination site. They have been helping us run things as smoothly and quickly as possible!

ADMINISTRATION TEAM

Welcoming across all our GPS Healthcare sites; Janet, Holly, Elizabeth, Frances, Anita, Catherine, Amy Zoe & Deanna. We warmly welcome you to the team and look forward to working with you all!

APPLY TO JOIN US NOW

GPS Healthcare is looking for talented, enthusiastic employees. Please see our Jobs and Opportunities on our website. Or send speculative CVs to humanresources.gps@nhs.net

Who's who?

Our brand new Website has more information about our site and management teams. Head there to find out more!



TEAM DEVELOPMENT



There have been some brilliant achievements within the team, find out more below!!



A massive congratulations to **Yvonne Walker** who has moved her role within GPS Healthcare to the Covid Care Coordinator and will be working with Sophie and John at our Vaccination site. Her years of experience at GPS Healthcare and within the primary care sector will be invaluable in her new position.

Balvinder Devi has also moved positions within GPS from Site manager at Yew Tree Medical Centre and is now our Governance lead. She will oversee the essential documentation for the practice and work closely with the Care Quality Commission to ensure we are at the highest standard of service.

Some more changes for Yew Tree here as our fabulous Medical Secretary **Natalie Gill** will now take over the role of Site Manager. We are delighted to see her stepping up within the organisation and think she will be an excellent fit for the surgery.

We wish them all the best in their new roles and are happy to see their hard work ethics have seen them progress within GPS Healthcare!

Know Your Numbers!

(Source: <http://www.bloodpressureuk.org>)

2021 sees the 21st anniversary of Know your Numbers! Week. Blood pressure UK are planning to mark this milestone with a new theme and activities. They're focusing on a golden opportunity to improve blood pressure control both now and in the future making this the year of home monitoring and you can help to spread the word in your community. You can register your interest through the Blood Pressure UK website.

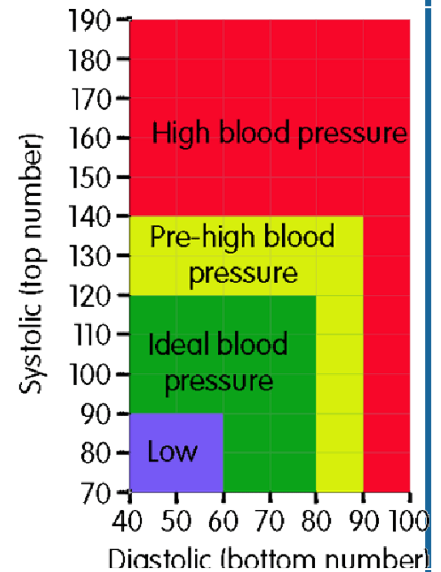
What do the numbers mean?

- **Systolic blood pressure.** This is the first, or top, number. This is the highest level your blood pressure reaches when your heart beats, forcing blood around your body.
- **Diastolic blood pressure.** The second number, or bottom number, is the lowest level your blood pressure reaches as your heart relaxes between beats.

Blood pressure is measured in millimetres of mercury (mmHg). If the first number is 120 and the second number is 80, you'd call it '120 over 80'. The Blood pressure number guide on the right will help guide you as to "good" blood pressure readings.

Birmingham & Solihull CCG have a brilliant website full of resources and information to help understand the importance of a healthy blood pressure! <https://www.bsolhealthyhearts.nhs.uk/blood-pressure>

Blood Pressure UK
Know your numbers!
Week
6th - 12th September



Suicide Prevention Day

(Source: samaritans.org)

Every year organisations and communities around the world come together to raise awareness of how we can create a world where fewer people die by suicide

Why is it Important?

In 2018, in the UK and Republic of Ireland, more than 6,800 people died of suicide. Every life lost to suicide is a tragedy. Suicide is preventable, it's not inevitable. But not being okay is still widely stigmatised. We can still make better, more ambitious plans to prevent suicide

Signs you may be struggling to cope

- Lacking energy or feeling tired
- Feeling exhausted all the time
- Experiencing 'brain fog', find it hard to think clearly
- Finding it hard to concentrate
- Feeling restless and agitated
- Feeling tearful, wanting to cry all the time
- Not wanting to talk to or be with people
- Not wanting to do things you usually enjoy
- Using alcohol or drugs to cope with feelings
- Finding it hard to cope with everyday things and tasks
- Experiencing 'burn out'

Suicide Prevention
Day
10th September

Crisis Support Contacts

[Samaritans](http://www.samaritans.org) - Call 116 123

[Papyrus \(Young Prevention\)](http://www.papyrus.org.uk) - Call 0800 068 4141

[NHS Urgent Mental Health support sources](https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline) - <https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>

[Shout](http://www.shout24.org) - Text 85258



www.solihullactive.co.uk
Tel: 0121 704 8207
Email: solihullactive@solihull.gov.uk



Self Referral by contacting the service
0800 599 9880
info@gatewayfs.org



<https://www.sias-solihull.org.uk/>
Tel: 0121 301 414
Email: enquiries@sias-solihull.org.uk



www.victimsupport.org.uk
Tel: 0300 303 1977
Live chat available:
Available 9am-5pm,
Monday to Friday

What is Diabetes?

Diabetes is a chronic (long-lasting) health condition that affects how your body turns food into energy. Most of the food you eat is broken down into sugar (also called glucose) and released into your bloodstream. When your blood sugar goes up, it signals your pancreas to release insulin. This comes in many forms but the most known 2 are: Type 1 - You can't make enough insulin at all, or Type 2 the insulin you make isn't enough or can't work effectively.

What is the difference between Pre-Diabetic and Diabetic?

Many more people have blood sugar levels above the normal range, but not high enough to be diagnosed as having diabetes. This is sometimes known as pre-diabetes. If your blood sugar level is above the normal range, your risk of developing full-blown diabetes is increased. Prediabetes is when your blood sugar (or glucose) levels are higher than normal but not high enough to be diagnosed as type 2 diabetes. It's very important for diabetes to be diagnosed as early as possible because it will get progressively worse if left untreated.

I'm worried about Prediabetes

If you're worried about prediabetes you could call your GP and ask for a blood test. The test will be checking your HbA1C levels which is your average blood glucose (sugar) levels for the last two to three months. If you're at risk of developing type two diabetes your target range HbA1C level should be below 42mmol/mol (6%)

What are the risk factors to look out for?

- Age - Your risk increases when you're over 40 (or over 25 for African-Caribbean, Black African or south Asian Heritage)
- Genetics - If you have someone in the family with Diabetes you are 2-6 times more likely to develop it
- High Blood pressure
- Carrying extra weight - Especially around your middle

Diabetes UK has a quiz tool to help you calculate your risk, before you start you need a tape measure and the scales!

The National Diabetes Prevention Programme (NHS DPP) has been set up to support those who are Pre-Diabetic, get in touch to find out more about the programme.

What Can I do as a GPS Healthcare Patient?

As part of our effort to protect our patients, we would like to draw your attention to some things that you can do to help.

- Visit a very valuable online learning platform hosted by diabetes UK where you can find out answers to questions you have about diabetes. You can find this at: <https://learningzone.diabetes.org.uk/> The modules here range from carbohydrate counting to emotional eating and are really practical.
- Invest in a home blood pressure monitor. This is so that you can advise us of your home blood pressure readings and helps us to offer you prompt appropriate treatment to prevent health problems of uncontrolled blood pressure on kidneys, heart and eyes. The British and Irish Hypertension Society research BP machines and recommend on their website: <https://bihsoc.org/bp-monitors/for-home-use/>

What are we doing for our Diabetic patients?

- We have launched video group consultations as a way of consulting which allows participants to benefit from hearing and asking questions and answers about their health that they might not have thought of, but other people with a similar condition have asked. It allows a longer consultation time to explore health results and find the way forward that will most suit them.
- Ask about the very low calorie diet scheme. For people in the first 6 years of a type 2 diabetes diagnosis, you may be eligible for a year of support including 8 weeks of very low calorie meal replacement to help them achieve diabetes control without the blood sugar lowering medication prescribed.

Services at GPS Healthcare

There have been a number of changes in the services we are able to provide at GPS Healthcare. This is partly due to a change within our practises but also within the Birmingham and Solihull CCG.

Below are a list of services we are able to offer at each of our sites

Essential Services	Additional Services
◆ Asthma	◆ Cervical smears
◆ COPD	◆ Contraceptive services
◆ Coronary heart disease	◆ Child health surveillance
◆ Diabetes	◆ Maternity Services
◆ Phlebotomy - Blood Tests	◆ Minor surgery
◆ Cancer Care	◆ Vaccinations and immunisations

PATIENT SURVEY AVAILABLE

The patient survey is available on our website for feedback on our services. Please help us to monitor and improve our services by completing our survey. You can complete this on Survey Monkey via this link https://www.surveymonkey.co.uk/r/GPS_ptSurvey2020 or complete by hand. On completion please send to contact.gps@nhs.net



Patient Accessibility

We aim to meet and support all patient communication needs. After receiving feedback from our dyslexic readers we have changed our newsletter backgrounds to blue in order to better assist them. If you require any assistance with communication please make the practice aware.

Our Friends and Family Test

Available on our webpage!

The Friends and Family Test asks our patients whether they would recommend the care received to someone in of need similar treatment or care.

The Friends and Family Test

Unfortunately due to the spread of Coronavirus we are not able to offer our patient stands at this time. The trusts and organisations, however, are still able to offer support during this time.



Solihull Carers:

Tel: 0121 788 1143

Email: centre@solihullcarers.org



Alzheimer's Society:

Tel: 0333 150 3456

Website: www.alzheimers.org.uk/



Diabetes UK:

Tel: 01902 916444

Email: midlands@diabetes.org.uk



Citizens Advice Solihull:

Tel: 0300 330 9019

Website: www.casb.org.uk/

For more GPSH Information, please visit:

Our Website



Facebook Page



Twitter Feed



Instagram

