



### PATIENT NEWSLETTER - WINTER 2022

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

2022  
happy new year

#### Happy New Year to all our Patients!!

We would like to take this opportunity to wish you and your families all the best for the coming year. GPS Healthcare will continue to work hard to keep you well throughout 2022 and thank you for your continued cooperation under ever-changing regulations and guidance.

#### COVID-19 Booster

If you haven't yet had your 1st, 2nd or booster dose of the Covid-19 vaccine, our walk in facility at Monkspath vaccination centre is still available to all, whether you are a GPS patient or not! You can also book a slot if you need to, just contact the team to book in.

#### STUCK FOR TRANSPORT?

If you are a Solihull resident, Solihull council have provided a Job Cab service, offering a free taxi to get your vaccinations. Simply call 0121 704 8058, leave your name and number, and a customer services advisor will call you back.

#### OVARIAN CANCER AWARENESS

March is Ovarian Cancer Awareness Month. We are providing some more details about Ovarian cancer to help understand the symptoms, risks and signs to help educate and raise awareness

#### CERVICAL SCREENING

It is vital to get your cervical smear test to help detect any signs of cancer, HPV or other risks. Book in for your smear if you are 25-49 years old with our reception team today.

Find out more about Cervical smear testing in this issue.

#### DRY JANUARY - ALCOHOL AWARENESS

Want to make a change this new year? Go alcohol free this month with Alcohol Change UK. There are loads of benefits and you can do it for charity too. Find out more inside.

#### MANAGE YOUR MEDICINE

Do you need that repeat prescription? Unneeded, unwanted and unused prescriptions cost the NHS £300 Million PER YEAR. Please think before you order!



#### \*It is still essential to wear a face covering when entering any of the GPS healthcare surgeries\*

If you are exempt you must provide evidence of this or show your government provided lanyard. We will ask you to wear a face covering if no proof is provided. Any clinician is within their right to rearrange an appointment if face masks are not worn by the patient.

# PPG News

Minutes from PPG Meetings are available for review on the GPS Healthcare website on the Patient Participation Group & Feedback

## Latest Highlights

### DEPARTURE OF CEO, TOM O’SULLIVAN

In December 2021 our CEO Tom O’Sullivan made the decision to leave GPS Healthcare. While this is very sad news for GPS we appreciate and respect his decision to move on. He has seen the business through the toughest of times during this pandemic and we thank him for his dedication. We wish him all the best in his future endeavors and thank him for all he did for GPS Healthcare.

### PCN NEWS - SOLIHEALTH

GPS Healthcare is part of the primary care network for Solihull - Solihealth, a General Practice Provider Alliance. Joining 24 GP practices together in collaboration, covering a population of 220,000 residents. Most recently we have been part of the activation for the Solihull Community hub at Monkspath to help a wider range of patients access primary care. Initially this project will be running until 1 April 2022 to offer support to Winter Pressures demands. This will encompass a locality Hub based at Monkspath, with an additional site at Richmond Road.

### NEW NORMAL?

There have been lots of queries as to when we are going “back to normal” with appointments. As with the whole of primary care within the NHS we need to assess what is possible whilst keeping everyone safe and we need to move forward with the times to make sure we are providing efficient care. There is a misapprehension that Medical staff are not having face to face appointments with patients, which is certainly not the case. There has always been the requirement to telephone the practice first and then advice will be given whether to visit the local pharmacy, wait for a telephone consultation with the doctor or nurse or have a face to face appointment at the surgery. This is the new normal for GPS Healthcare going forward and for many other primary care organisations, this is helping to take the pressure off staff shortages, illness and gaps any in the profession, making sure the face to face appointments are for those who need to be seen compared to those who can receive help over the phone or via another service such as pharmacies or other clinical services.

### Our Charity Events

We are delighted to share our charity fundraising efforts in the second half of the year. We supported Save the Children with our Christmas Jumper day fundraising efforts. The team had a festive week to make sure we were spreading the Christmas cheer before the festive period!



### 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.**

We are especially keen to widen our PPG diversity. If you are 18-45 year old, a person of colour or non-British descent or have a registered disability, we would like to hear from you about your experience and accessibility of our service. Come join us and help GPS Healthcare to improve our patient services.

### 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.**

# TEAM CHANGES

## DOCTORS

We welcome 2 new doctors to the team!

**Dr Prodan** will be joining us at Tanworth Lane Surgery and **Dr Allchorne** will be based at Park Surgery. We are delighted that you will be offering brilliant care to our patients bringing experience and expertise to our services at both surgeries.

## PHARMACIST TEAM

We have a brand new role at GPS Healthcare of a pharmacy technician offering patients advice on how to best manage their medicines. **Damian Tang** will be based at our Park Surgery and we are really excited about the expertise he brings to the role, welcome aboard!

**Sadaf Tabreze** has also joined as a new clinical pharmacist at Meadowside Family Health Centre, excited to have you aboard!

## NURSING TEAM

**Kate Freeman** will be rejoining the team on a casual basis and able to serve all six sites of GPS Healthcare, we are thrilled to welcome her back to the team!

## ADMINISTRATION TEAM

Welcome to Hollie, Sam, Sarah, Sanjita, Vanessa and Angela to the Reception team.

We are also happy to welcome Manjit to the HR department.

We are delighted to have you all on board!



## WORK WITH US

GPS Healthcare is looking for talented, enthusiastic employees. Please see our Jobs and Opportunities on our website or NHS jobs for current vacancies



## 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!!

Congratulations to **Ellie Collis**, who started in our Admin hub, is now training to be part of our phlebotomy team. We can't wait to see your progress through the course and to continue your journey in GPS Healthcare.

We are thrilled when employees move onwards and upwards, that's the case for 2 of our existing site managers! Extending their managerial wings to include more sites. **Jane Crowley** will now manage Meadowside and Park surgery, and **Natalie Gill** manages our Yew Tree and Knowle surgeries!

**Naomi Carins**, **Lorraine Cox** and **Steph Whittaker** have all become Care Coordinators, Congratulations on your hard work.

Not only is she a Social Prescriber but **Georgina Newman** is now Deputy Health and Wellbeing team lead too!! Amazing work and we can't wait to support you through this new adventure!



## Solihull Active

[www.solihullactive.co.uk](http://www.solihullactive.co.uk)

Tel: 0121 704 8207

Email: [solihullactive@solihull.gov.uk](mailto:solihullactive@solihull.gov.uk)

## Umbrella Sexual Health Service

Contact: 0121 237 5700

Website: [umbrellahealth.co.uk](http://umbrellahealth.co.uk)



## Dry January - Alcohol Awareness (Source: alcoholchangeUK)



### What is Dry January

Dry January means going alcohol-free for the whole month using Alcohol Change UK's tools and resources, and that can bring huge, obvious benefits - but the really good stuff is under the surface! Remember it's not just for January you can take a month off anytime!

### What are the benefits of going dry?

#### ON THE OUTSIDE

- Brighter Skin
- Fuller wallet
- Better Sleep
- Weight Loss

#### ON THE INSIDE

- Lowers blood pressure
- Reduces diabetes risk
- Lowers cholesterol
- Reduces levels of cancer-related proteins in the blood

#### LONG TERM

- Healthier drinking habits
- Boosted mental and physical wellbeing

### What tools are available to help me?

Alcohol change UK have made some really useful resources available to help you during your month off. An app that you can download straight to your phone, the Dry January Blog, A guide to your booze-free month and special offers to help you through. Not to mention a social media community to help support and share your journey! [Find out more on their website](#)

Download the Dry January App to help you on your journey now, from the app store or Google play



## Smear Tests and Cervical Cancer (Source: Jo's Cervical Cancer Trust)



### What is a Smear test?

Cervical screening is a free health test that helps prevent cervical cancer. It checks for a virus called high-risk human papillomavirus (HPV) and, if you have HPV, cervical cell changes (abnormal cells). At your cervical screening (smear test) appointment, a nurse takes a sample of cells from your cervix using a small, soft brush. The test only takes a few minutes.

### What are the benefits of Smear Tests?

You are invited for cervical screening because evidence shows that the benefits of the test outweigh any risks. Along with the HPV vaccine, cervical screening is the best way to protect against cervical cancer and prevents over 7 in 10 diagnoses.

#### I haven't shaved my legs!!

No worries! The only concern the team have is for your health. Unshaven legs are welcome!

#### It's Uncomfortable!

There are things you can ask for to make your experience easier. EG a Smaller speculum, putting it in yourself, wearing a skirt rather than trousers. Just speak to your sample taker.

#### What about results?

Results take around 4 weeks to be posted to you. If you feel anxious about the wait Jo's cervical cancer trust can help!

### How to book your Smear appointment at GPS Healthcare

If you are due your smear test and have received a letter or notification to book in, simply call our reception team to book in with a member of the team.

We are open and are able to book these vital appointments, so please do get in touch!



Self Referral by contacting the service.  
Tel: 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](http://www.victimsupport.org.uk)  
Tel: 0300 303 1977  
Live chat available: Available 9am-5pm, Monday to Friday

# Ovarian Cancer Awareness

(Source: NHS.UK)

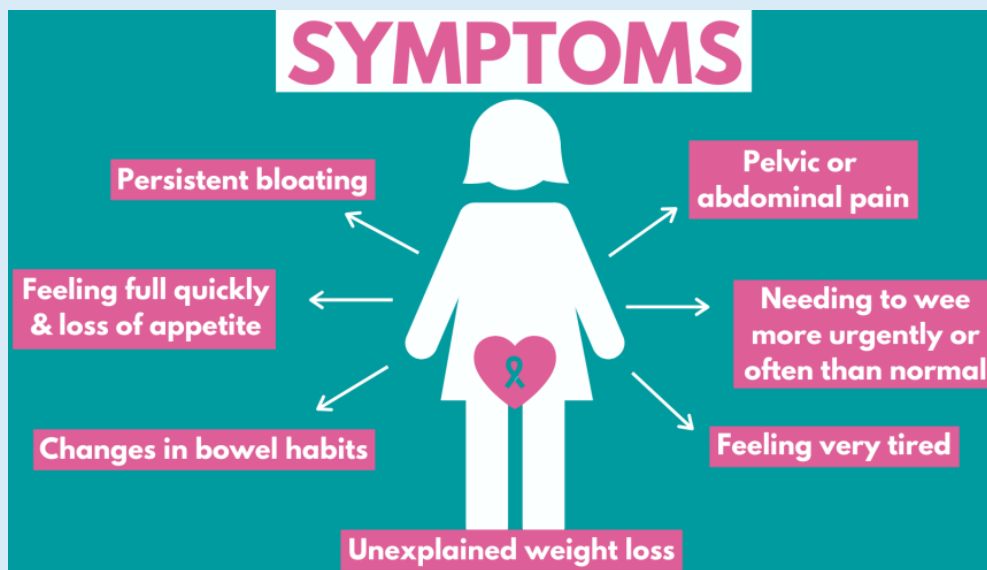
## What is Ovarian Cancer?

Ovarian cancer, or cancer of the ovaries, is one of the most common types of cancer in women. The ovaries are a pair of small organs located low in the tummy that are connected to the womb and store a woman's supply of eggs. Ovarian cancer mainly affects women who have been through the menopause (usually over the age of 50), but it can sometimes affect younger women.

### Causes & Symptoms

The exact cause of ovarian cancer is unknown. Some things may increase risk, such as:

- being over the age of 50
- a family history of ovarian or breast cancer
- hormone replacement therapy (HRT) – increase in cancer risk is likely to be very small
- endometriosis
- being overweight
- smoking
- lack of exercise
- exposure to asbestos



## Treatment options

The treatment for ovarian cancer depends on things such as how far the cancer has spread and your general health.

The main treatments are:

- Surgery to remove as much of the cancer as possible – this will often involve removing both ovaries, the womb and the tubes connecting them to each other (fallopian tubes)
- Chemotherapy – this is usually used after surgery to kill any remaining cancer cells, but is occasionally used before surgery to shrink the cancer

Treatment will aim to cure the cancer whenever possible. If the cancer has spread too far to be cured, the aim is to relieve symptoms and control the cancer for as long as possible

### When do I see my GP?

- you have been feeling bloated, particularly more than 12 times a month
- you have other symptoms of ovarian cancer that will not go away – especially if you're over 50 or have a family history of ovarian or breast cancer, as you may be at a higher risk

It's unlikely you have cancer, but it's best to check. A GP can do some simple tests for ovarian cancer to see if you have it. If you have already seen a GP and your symptoms continue or get worse, go back to them and explain this.

### Further Support

- Get in touch with a support group or charity – many organisations have helplines, online forums and local support groups where you can meet other people in a similar situation to you
  - \* Cancer Research UK: [coping with ovarian cancer](#)
  - \* Macmillan: [cancer information and support](#)
  - \* Ovacome: [support](#)

[If you suspect any of these symptoms please call to book an appointment to see one of our GP team](#)

## 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 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.

### **Have your say!**

We are always open to hearing about the patient experience and how we can do better. Please provide suggestions on how to improve our services, via your surgery email or the patient survey

[Make Suggestions](#)

### **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.



**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](mailto:centre@solihullcarers.org)



#### **Alzheimer's Society:**

Tel: 0333 150 3456

Website: [www.alzheimers.org.uk/](http://www.alzheimers.org.uk/)



#### **Diabetes UK:**

Tel: 01902 916444

Email: [midlands@diabetes.org.uk](mailto:midlands@diabetes.org.uk)



#### **Citizens Advice Solihull:**

Tel: 0300 330 9019

Website: [www.casb.org.uk/](http://www.casb.org.uk/)

**For more GPSH Information, please visit:**

**Our Website**



**Facebook Page**



**Twitter Feed**



**Instagram**

