



GPS Healthcare

General Practice Solihull

PATIENT NEWSLETTER - SPRING 2021

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



Thank you for all the support and kind words in the last few months, we are delighted to have vaccinated over 25,000 patients so far and we will continue until all our patients are protected against Covid-19. Please remain patient with the practice, we are all in this together.



COVID-19 VACCINE

We are currently vaccinating patients in Group **10 (45+ years old)** as well as booking in second doses at 12 weeks for those patients who have already had their first vaccination

Please DO NOT contact the practice to ask about COVID-19 vaccination unless you are in groups 1-10. You will be contacted when you are eligible to receive your vaccination
PLEASE ENSURE YOUR CONTACT DETAILS ARE UP TO DATE

ASTHMA REVIEWS

If you are an asthmatic patient then please do remember to book in with our team for your asthma review with the nurse. These will be telephone reviews but they are available for when your review is needed

DEAF AWARENESS

We are committed to providing accessible healthcare. This year we are participating in Deaf Awareness Week on the 4th-9th May. Find out more inside

STRESS AWARENESS MONTH

April is stress awareness month and we would like to share some helpful resources. This has been an especially tough time for us all and we recognise that this impacts on mental and physical wellbeing. These useful resources from Stress.org and the NHS will help to build awareness and manage the signs of stress

NEW WEBSITE

We are delighted to announce we have launched our brand new website. Find out more about the development & features in this issue

Wash
Hands



Cover
Face



Make
Space



Let
Fresh
Air in



****It is still essential to wear a face covering to your appointment****

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 without having spoken to the service first. If you can not access the online service please call 111

PPG News

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

Latest Highlights

New GPS Website

We are excited to announce the launch of our brand new website. We have listened to feedback and engaged with our PPG group to receive invaluable insight into the user experience to improve the online service we offer. We have looked at the functionality of the patient options and how you can manage your care online, made more self help options available, clearer navigation, updated clinician information and more. The website is live now so please do take a look and any feedback or suggestions of improvements are welcome.

Phone Systems

We have also made our new phone system live which features a call back option to save you waiting in the queue. We are working our way through the system and apologise for any teething problems that may arise. The ONLY contact number is **0121 796 2777**. Any other contact number is now out of

service and will not be answered. Below are the options for each surgery

- 1 - Meadowside Family Health Centre
- 2 - Yew Tree Medical Centre
- 3 - Tanworth Lane Surgery
- 4 - Knowle Surgery
- 5 - Park Surgery
- 6 - Village Surgery



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 or drop in the post box at your surgery



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, information provided above.

Visiting our Surgeries

To enable us to keep our staff safe in order to continue to provide this care we ask that you follow these steps.

- You must wait in your car or outside until the clinician calls you to inform you they are ready
- Wear a face covering at ALL times. If you do not have a face covering unfortunately we will not be able to see you.
- Use the hand gel provided on entering and exiting the building and please wash your hands
- Adhere to social distancing rules with any other patient or member of staff while you are in the building.
- Please be patient. It may take longer than normal for you to be seen. We will see you if you have an appointment and appreciate your understanding through these difficult and complicated times.

Your Care during Covid-19



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



We are very proud to announce that in we have vaccinated over 25,000 and 65% of our patients through the vaccination programme, alongside Solihull Healthcare Partnership!!

Thank you to all the teams involved to make this amazing milestone possible and thank you to the patients who have visited for their vaccinations so far, we look forward to seeing many more of you in the coming months

Covid-19 Vaccinations

What is the vaccination? (Source NHS.uk)

Three vaccines have been approved for use in the UK. All vaccines require 2 doses with the second being administered at least 21 days after the first. They have been approved for use by the MRHA (Medicines and Healthcare products Regulatory Agency) through thorough and rigorous assessment by the MHRA's teams of scientists, including advice from the independent Commission on Human Medicines, which reviewed in depth all the data to ensure the vaccines meet the required standards of safety, quality and effectiveness.

1. Pfizer/BioNTech - Developed in the US and the first to be approved for roll out in the UK.
2. Oxford AstraZeneca - Developed in Oxford, can be stored at a lower temperature.
3. Moderna - Approved in January and the third to be approved

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

What Group are we vaccinating?

We are currently vaccinating our patients in the 45 years and over, (Group 10) as of the 7th April 2021.

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.



GPS Healthcare will be in touch when the vaccine is available to each patient. Please do not contact the surgery at this time and rest assured we will be in touch as soon as you are able to be vaccinated.

TEAM CHANGES

DOCTORS

Dr Nasir has returned to us at Twillage. We are thrilled that she has passed her exams and has come back to support us as one of our GP's. We warmly welcome you back as a fully fledged member of the GP Team!



RETIREMENT ANNOUNCEMENTS

DR NIRANJAN PATEL

Dr Niranjan Patel has been a GP Partner at Village Surgery since 2005, and with GPS Healthcare since we merged our practices. Dr Patel is very fondly thought of by all of his colleagues and highly regarded by his patients. He has always been passionate about giving the best patient care he can. He will be very missed at the Village surgery and within the Cheswick Green community. We wish him all the best with his future endeavours and his involvement with a charity providing healthcare to those that need in poorer countries.

He is also still providing care with us at Park surgery so we welcome him back to GPS Healthcare and thank him for his ongoing support.

CAROLINE WEBB

Caroline Webb our Senior Receptionist at Village is also retiring having been part of the team for 9 years! She has always been a very helpful, kind and welcoming face at the surgery and her colleagues have thoroughly enjoyed working alongside her and thank her for her years of hard work and dedication. We will all miss her very much as will the patients of Cheswick Green.

They will both be very missed, & we wish them all the best for the future and a well-deserved rest!

ADMINISTRATION TEAM

We welcome Danielle, Michelle & Tracy to our teams across GPS Healthcare

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 changes within our existing team find out more below!!



Nurse Nyatsuro at Knowle Surgery and Nurse Lad at Meadowside Family Health Centre have passed their FGPN (Fundamentals of General Practice Nursing) Course! Such amazing work from our nurses and we are so happy for you both!!

Congratulations to Georgina Newman & Hayley Llewelyn who are now our Social Prescribers as part of the PCN team. Social Prescribing is a service which refers to community groups and statutory services for practical and emotional support. This will be an integral part of our progressive patient care within the PCN.

We also **Welcome** Bilkis to the PCN Team who is our lead clinical pharmacist at GPS Healthcare!

Deaf & Hearing Awareness

(Source: UK deaf council)



What is Deaf Awareness Week?

Deaf Awareness Week is a unique campaign in that so many different organisations participate, each able to promote their own work within the broad spectrum of deafness. Deaf Awareness Week aims to promote the positive aspects of deafness, promote social inclusion and raise awareness of the huge range of local organisations that support deaf people and their family and friends.

How can you help when communicating with a deaf or hard of hearing person?

- ◆ Face the person when you are speaking
- ◆ Repeat yourself when necessary
- ◆ Never say "it doesn't matter"
- ◆ If the person doesn't understand, don't give up!
- ◆ Write it down or draw a picture
- ◆ When in a group speak one at a time and don't talk over one another
- ◆ Keep your mouth visible
- ◆ Smile
- ◆ Don't speak too quickly or too slowly, try to speak at a measured pace
- ◆ Try to learn some basic signs in BSL (British Sign Language)

**DEAF AWARENESS
WEEK - Coming
through it together**

3rd –9th May

Carers Week

(Source: carersweek.org)



Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

Who is a Carer?

A carer is someone who provides unpaid care and support to a family member or friend who has a disability, illness, mental health condition, or who needs extra help as they grow older. It isn't someone who volunteers or is employed to provide support.

A carer may support someone who experiences:

- ◆ Physical disability
- ◆ Mental Health Needs
- ◆ Long term / terminal illness
- ◆ Sensory impairment
- ◆ Learning Disability

**Carers Week
7th - 13th June**

Support for Carers

You can find out you about local support groups and services available in your area by contacting your local council or you can get in touch with our community partners, Solihull Carers Trust. They focus on Carers in the local area including Young, Adult and older carers. They also have a helpful "am I a Carer" Quiz to help you in your care position and a referral form if you or someone you know needs some support.

Solihull Carers Information

Tel: 0121 788 1143

Email: centre@solihullcarers.org

Website: www.solihullcarers.org



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

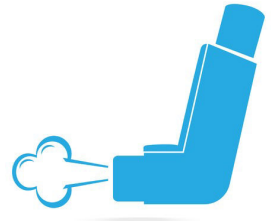


www.victimsupport.org.uk
Tel: 0300 303 1977
Live chat available:
Available 9am-5pm,
Monday to Friday

Asthma

(Source: NHS.uk & ginasthma.org)

Asthma is a common lung condition that causes occasional breathing difficulties. It affects people of all ages and often starts in childhood, although it can also develop for the first time in adults. WHO recognizes that asthma is of major public health importance. According to WHO, it was estimated that more than 339 million people had Asthma globally.



What are the Symptoms of Asthma?

The main symptoms of asthma are:

- a whistling sound when breathing (wheezing)
- breathlessness
- a tight chest, which may feel like a band is tightening around it
- coughing

The symptoms can sometimes get temporarily worse. This is known as an asthma attack.

What Causes Asthma?

Asthma is caused by swelling (inflammation) of the breathing tubes that carry air in and out of the lungs. This makes the tubes highly sensitive, so they temporarily narrow. It may occur randomly or after exposure to a trigger.

Common asthma triggers include:

- allergies (to house dust mites, animal fur or pollen, for example)
- smoke, pollution and cold air
- exercise
- infections like colds or flu

Identifying and avoiding your asthma triggers can help you keep your symptoms under control.

Should you see your GP?

See a GP if you think you or your child may have asthma. Several conditions can cause similar symptoms, so it's important to get a proper diagnosis and correct treatment. The GP will usually be able to diagnose asthma by asking about symptoms and carrying out some simple tests.

What is the Treatment for Asthma?

Asthma is usually treated by using an inhaler, a small device that lets you breathe in medicines.

The main types are:

- reliever inhalers – used when needed to quickly relieve asthma symptoms for a short time
 - preventer inhalers – used every day to prevent asthma symptoms occurring
- Some people also need to take tablets.

Can you cure Asthma?

Although asthma cannot be cured, it is possible to manage asthma to reduce and prevent asthma attacks, also called episodes or exacerbations



What can I do if I have Asthma?

- **Use your inhaler correctly** – Asthma UK has information about using your inhaler, and you can ask a nurse or GP for advice if you're still not sure
- **Use your preventer inhaler or tablets every day** – this can help keep your symptoms under control and prevent asthma attacks
- **Check before taking other medicines** – always check the packet to see if a medicine is suitable for someone with asthma, and ask a pharmacist, doctor or nurse if you're not sure
- **Do not smoke** – stopping smoking can significantly reduce how severe and frequent your symptoms are
- **Exercise regularly** – exercise should not trigger your symptoms once you're on appropriate treatment; Asthma UK has advice about exercising with asthma
- **Eat healthily** – most people with asthma can have a normal diet
- **Get vaccinated** – it's a good idea to have the annual flu jab and the one-off pneumococcal vaccination

Asthma at GPS Healthcare

Appointments are available with our nursing team for Asthma reviews. It is really important that you have regular check ins with the team to make sure you have the correct treatments to ensure you are receiving the best possible care. We are able to carry out these appointments via telephone and so can be done at a time that works for you.

Get in touch with your home surgery to arrange this!

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



Our Charity Events

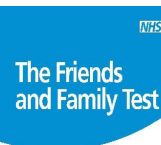
We have been raising money for Marie Curie through March. With a bake sale, non-uniform day and Daffodil campaign.

We raised a £331 which we have donated to the Marie Curie charity to carry on their brilliant work!!

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.



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.

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

