

| SPRING 2022 |



GPS Healthcare
General Practice Solihull

PATIENT NEWSLETTER

Welcome to the brand new GPS Healthcare newsletter! We're excited to present this to you and hope you find the information useful. There are links embedded in pictures and text to take you directly to further information and signposting

COVID VACCINATIONS

Vaccinations are still available at the Monkspath Vaccination clinic. Spring Booster vaccinations are available to eligible patients, we will be in contact to book this for you.

DEAF AWARENESS WEEK (2-8 May)



We celebrate, communicate and bring awareness to and within the Deaf Community. This edition has some useful links and organisations of support and guidance. We also reach out to you, tell us how we can do better.

CARERS WEEK (6-12 June)

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.

PRIDE!

Happy PRIDE to all our LGBTQ+ patients and staff! We stand with you, strive for equality and celebrate you.

BLOOD DONOR DAY (14 June)

Find out more about the blood donation process through the Give Blood website. You could save someone's life!

FEATURED HEALTH FOCUS

- Stress Awareness
- On Your Feet Britain
- Learning Disability Week
- World Asthma Day



Patient Participation Group News and Updates

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

LATEST HIGHLIGHTS

CQC UPDATE

We recently had our CQC review regarding our service. It was considered "Good" as a primary care service in general practice with no further regulatory actions required at this time. GPS Healthcare continues to develop it's approach to safety, access and leadership to ensure we are giving the best possible level of service as a care provider.

WINTER ACCESS PROJECT

In April we launched a trial of the Winter access clinic which has been running at Monkspath surgery. This has been offering additional appointments to help with the pressure on general practice and see more patients. We have seen an additional **1300** patients through this service. We are now continuing this service across all GPS Healthcare sites until the end of Spring

MEDICINES SUPPORT FOR UKRAINE

We are proud to have participated in a programme to provide much needed medicines and medical equipment to help with the crisis in Ukraine. We donated various items including needles, syringes, dressings and medicines. We are also welcoming a number of new Ukrainian patients onto our register to ensure they get the healthcare they need whilst settling in the UK.

Would you like to join our PPG?



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 Surgeries and also a Group PPG. We are especially keen to improve our PPG diversity. All ethnicities, disabilities and sexual and gender orientations welcome aged 18 and above. We want to hear from you and about your experience of our service. Come join us and help GPS Healthcare to improve our patient services.

Please visit our website for more information!

APPOINTMENT BOOKING PROCESS

- Call our team and select the correct option for your registered surgery.
- A member of our team will ask for a brief explanation of the issue, they're not "being Nosey", they need to know details in order to book you in with the correct healthcare professional.
- A TELEPHONE appointment will be made in the first instance to discuss the issue clinically
- The Clinician will then determine whether the patient needs to book a face to face consultation
- They will arrange this directly with the patient and when you visit the surgery you will need to wear a face mask or provide exemption, regardless of the rules for general spaces, this is the procedure for all NHS and health settings.

GPSH Team Updates

Updates on team changes, new additions, promotions and farewells.

DOCTORS

WELCOME ABOARD

Delighted to have **Dr Allchorne** join our team over at Park Surgery, **Dr Sur** at Yew Tree and **Dr Chaudri** at Tanworth Lane. We are delighted to have you aboard and enable us to offer further patient care.

FAREWELLS

We said farewell to our partners **Dr Vanhouse** at Meadowside and **Dr Griffin** at Knowle. They have been a pillar of their surgeries helping and caring for patients over the years. We wish you both all the best for the future and a happy and restful retirement.

NURSES & PHARMACISTS

WELCOME ABOARD

A warm welcome to **Karan** our Clinical Pharmacist over at Tanworth Lane & Park Surgery and **Sadaf** at Meadowside, we are thrilled to have you with us!

FAREWELLS

We are very sorry to be saying goodbye to Nurse Sarah at Village surgery. She has been a wonderful member of the team and we wish her all the best in her new venture.

ADMINISTRATION TEAM

A big GPSH welcome to **Angela, Laura** and **Jedd**, we are excited to have you with us as part of our Reception Admin team!

SORRY TO SEE YOU GO...

Happy Retirement to **Tracey** from Tanworth Lane a long standing member of the team and was based at the surgery for 35 years, enjoy your well deserved retirement!

MANAGEMENT TEAM

Welcome to **Penny** our new Operations Support Manager. We are excited about the experience and leadership you will bring to the role for all of GPS Healthcare

PCN TEAM

Welcome to **Henry** and **Damien** who are our new Pharmacist Technicians, who will help patients best manage their medications and offer advice and support.

Delighted to have **Sanjeet** as part of the team as our Health & Wellbeing team leader, Looking forward to seeing your progress and service with our patients

TEAM DEVELOPMENTS

We are delighted to announce that **Dr Broom** has become a partner at GPS, she will be based at Meadowside. She has been a wonderful addition to the GP team over at Yew Tree and we can't wait to see you progress through the partnership!



Find out more about who's who on our website

Work With Us

To find out what Jobs and Opportunities are available within GPS Healthcare Please Check our website or NHS Jobs

STRESS AWARENESS MONTH

[Source NHS.UK](https://www.nhs.uk)

Stress is something everyone feels at times, and there are all kinds of stressful situations that can be a part of daily life. Low-level stress can even be helpful or motivational. There are plenty of things you can do to help cope with stressful events, and simple steps you can take to deal with feelings of stress or burnout

The level of stress you are comfortable with may be higher or lower than that of other people around you. Stressful feelings typically happen when we feel we do not have the resources to manage the challenges we face. Pressure at work, school or home, illness, or difficult or sudden life events can all lead to stress.

WHAT CAN I DO TO HELP REDUCE STRESS?

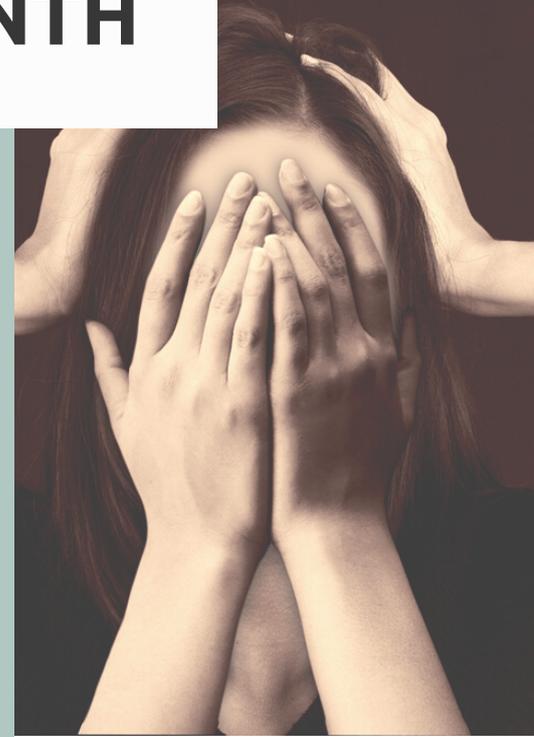
Try to identify the source of the stress and take control of the situation where possible to enable you to plan ahead.

- Prepare for something the evening before to save the rush the next morning
- Think about where you can schedule breaks in the week or day to do something you enjoy
- Have a regular routine as often as you can
- Take up a new hobby - Trying something new can build your confidence and help your problem solve and build emotional resilience
- Get outdoors - nature is a natural stress reliever
- Try to think positive - write down 3 positive things that happened at the end of each day
- Accept that some things are out of our control and see what can be done to manage your expectation and experience of those things

Experiencing Burn Out?

Here are some tips to help regain control!

1. Split up big tasks
2. Allow yourself some positivity
3. Challenge unhelpful thoughts
4. Be more active
5. Talk to someone you trust
6. Plan ahead



SIGNS OF STRESS

1. Feel overwhelmed
2. Racing thoughts or difficulty concentrating
3. Being irritable
4. Constantly worried, anxious or scared
5. Lack of self-confidence
6. Trouble sleeping or feel tired all the time
7. Avoiding things or people
8. Eating more or less than usual
9. Drinking or smoking more than usual

RESOURCES

[NHS Every Mind Matters](#)

[Getting Active with the Better Health Workout Studio](#)

CRISIS HELPLINES

[Shout Text](#) - 85258

[Samaritans](#) Call - 116 123

[Papyrus \(under 35\)](#) - 0800 068 41 41

ASTHMA

Source - NHS UK

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. There's currently no cure, but there are simple treatments that can help keep the symptoms under control so it does not have a big impact on your life.

The GP will usually be able to diagnose asthma by asking about symptoms and carrying out some simple tests

SYMPTOMS

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

TREATMENTS

- Inhalers (Reliever, Preventor, Combination)
- Tablets
- Other Treatments (Injections Complimentary Therapy, Surgery in some cases)



Source - Mencap

LEARNING DISABILITY WEEK

The event is organised every year by the learning disability charity, Mencap. It aims to improve the quality of life for individuals with learning disabilities by raising awareness about important issues, fighting stigma and discrimination, and raising funds for outreach and support programs. As such, Learning Disability Week will be close to the hearts of many teachers, parents, and other educators.

What is a Learning Disability?

A learning disability is a reduced intellectual ability and difficulty with everyday activities – for example household tasks, socialising or managing money – which affects someone for their whole life. People with a learning disability tend to take longer to learn and may need support to develop new skills, understand complicated information and interact with other people. There are different types of learning disability, which can be mild, moderate, severe or profound. In all cases a learning disability is lifelong.

What Causes a Disability?

A learning disability occurs when the brain is still developing (before, during or soon after birth). Several things can cause a learning disability.

Before birth things can happen to the central nervous system (the brain and spinal cord) that can cause a learning disability. A child can be born with a learning disability if the mother has an accident or illness while she is pregnant, or if the unborn baby develops certain genes.

RESOURCES



28th April 2022
SIT LESS, MOVE MORE

ON YOUR FEET BRITAIN

<http://onyourfeetday.com/>

On Your Feet Day is the annual mass participation event when office workers take part in fun ways to sit less and move more for the sake of their health.

WHAT COULD YOU DO?

Go for a walk, Lunch time yoga or dance session, Stand during phone calls, Stand and take a break from your computer every 30 minutes (set an alarm to remind you), Use the stairs more, Walk to a colleague's desk instead of phoning or emailing them



SERVICES AT GPS HEALTHCARE

ESSENTIAL SERVICES

- Asthma
- COPD
- Coronary Heart Disease
- Diabetes
- Phlebotomy
- Cancer care

ADDITIONAL SERVICES

- Cervical Smears
- Contraceptive Services
- Child Health Surveillance
- Maternity Services
- Minor Surgery
- Vaccinations & Immunisations

ADDITIONAL CONTACTS & SERVICES

Click Logos for more information



Tel: 0121 788 1143
Email: centre@solihullcarers.org

Tel: 0333 150 3456
Website: www.alzheimers.org.uk/



Tel: 08082 787976
Website: <http://www.casb.org.uk>

Tel: 01902 916444
Email: midlands@diabetes.org.uk



 Sexual Health Service
Tel: 0121 237 5700
Contact: <https://umbrellahealth.co.uk/>

SUPPORT SERVICES

Solihull Active



Family Services



Addiction Services



Birmingham and Solihull Womens Aid



Victim Support



PATIENT ACCESSIBILITY

If you need additional support to access information in and about the surgery please inform us on contact.gps@nhs.net



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. You can also complete the friends and family test which asks our patients whether they would recommend the care received to someone in need of similar treatment or care.

 Friends & Family Test



Follow us on Social Media

