

# PATIENT NEWSLETTER

## WINTER 2023/2024

WE HOPE THAT YOU FIND THE INFORMATION USEFUL & WELCOME ANY SUGGESTIONS FOR FUTURE CONTENT



**GPS Healthcare**  
General Practice Solihull



### PPG News

Minutes from PPG Meetings are available for review on the GPS Healthcare website under the "PPG & Feedback" tab.

### Telephone Options

We have made some changes to our telephone system. When you call us you will now hear the following options:

1. Appointments
2. MED3 (sicknotes)
3. Test Results
4. Hospital referrals, letters & medical reports.
5. Palliative Care & Care Home Queries
6. Health & Wellbeing Team
7. Any other query

### Card Payments

When paying for documents, reports or forms, our surgeries are no longer accepting cash and we now accept **cheques** or **card** only. If for any reason this may be an issue, please notify a member of the reception team when making your request. In some instances we may accept bank transfer.



### 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 2024.



**GPS Healthcare**  
General Practice Solihull

To provide high quality primary care services which improve the health and social care outcomes for the population of Solihull

# HEART HEALTH DAY

**HAVING A HEALTHY BLOOD PRESSURE WILL  
SIGNIFICANTLY REDUCE YOUR RISK OF HEART ATTACK  
OR STROKE. DROP IN TO OUR HEART HEALTH DAY AND  
HAVE YOUR BLOOD PRESSURE CHECKED**

**WEDNESDAY 21ST FEBRUARY 2024**

**AT:**

**MEADOWSIDE FHC, YEW TREE MEDICAL CENTRE,  
KNOWLE SURGERY (TILL 1PM) & TANWORTH LANE  
SURGERY**

## Face Masks

It may be advisable for your protection to wear a face mask when visiting one of our surgeries.



## Flu Vaccines

We still have flu vaccines available. If you are eligible to receive a flu vaccination, please contact the surgery.



## Measles Outbreak

You may be aware of the recent increase in measles cases. If you are not double vaccinated or you are unsure of your vaccination status, please contact us.

Children will be automatically invited at 12 months and 3 years and 4 months - there has been no guidance issues on vaccinating children early.

If you suspect you or your child has measles, please phone us urgently - do not attend the surgery until instructed to do so.

Please go to our website for further information.

## Would you like to join our Patient Group?

We welcome new members to join our Patient Participant Group (PPG) to support us in improving and sustaining excellent patient care across GPS Healthcare.

We want to ensure that our PPG is representative of our patient population and therefore encourage people from all backgrounds to join.

Information sheets and application forms are available from reception - come join us!

## 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:

[www.gpshealthcare.co.uk/work-with-us](http://www.gpshealthcare.co.uk/work-with-us)



listening to patients,  
speaking up for change



## Partner Changes

We are happy to announce that two new GP Partners will be joining us in April. Dr John & Dr Aslam have a wealth of knowledge & will be a valuable asset to our team.

We also say farewell to:

- Dr Naylor who started at Knowle Surgery in August 1995 and will be retiring in April
- Dr Smith started at Meadowside Family Health Centre in November 1994. She will be retiring as a Partner but will continue as a salaried GP on a part time basis.

We also said goodbye in September to Dr Khanna & Dr Ladbrook and wish them all the success in their new ventures.



## Services at GPS Healthcare

Below is a list of services we offer at GPS Healthcare:

- |                            |                                  |
|----------------------------|----------------------------------|
| ▶ 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 |

## Routine care improves survival and prevents hospital admission

As a primary care service we offer preventative care for long term health conditions such as diabetes, asthma and COPD. Please do take up the offer to attend for one of these annual checks as research has shown that in diabetes, attending for all 9 care processes reduces the risk of hospital admission and amputations. In asthma care, having a written down asthma action plan after an annual review reduces the risk of hospital admission during an exacerbation. If you haven't had your annual long term condition review in the last year yet, please take up this opportunity to protect your health and book now.

## New Online Digital Service

Avoid the 8am phone queue by booking online!

We have recently started trialing a new online system called "Patches". This is available via our website appointment booking page.

You can request an appointment or make an admin request, such as requesting letters/forms/reports. These requests will either be reviewed by a clinician or the most appropriate member of the team within 48 hours of being received.

Whilst testing the system there will only be a limited number of requests available, which we will increase during the trial. Please leave feedback on how you find the system so we can improve your experience.



## Our Friends and Family Test

The Friends and Family Test asks you whether you would recommend the care you received from the Practice. Your feedback would be much appreciated for continually improving our services.

Friends & Family information is available on our website or from reception at each of our sites!



## Patient Feedback Survey

Thank you to those who completed the National Patient Feedback Survey in July and our own GPS Healthcare Patient Feedback Survey in October & November 2023. Some key points to share:

- We asked you to complete our GPS Patient Survey during our covid clinics, we had up to 477 responses! Compared to 172 responses in the National Survey.
- We had 5% increase from July to October in how helpful patients have found our reception team.
- Those who have found the experience of making an appointment good or very good also increased by 32%.
- Your feedback shows that the service our healthcare professionals provide remain consistent at national average.
- You were asked if you were satisfied with the appointment times available to you, this also increased by 17%.

The next national survey will be conducted in March and we look forward to receiving your feedback!



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## New Chief Pharmacist

We also welcome Nasrin Khan our new Chief Pharmacist to GPS Healthcare. Nasrin will be a key member of our Senior Management Team & hopes to lead our pharmacy team in working with you to manage your medicines and develop the service in line with national changes.

## NHS App – Prescription Service

You can now use the NHS App to view more of your prescription details, order repeat prescriptions, and generate a barcode for medication collection.

The new functionality allows you to see:

- Items prescribed
- The prescription type (repeat or one-off)
- Who the prescribing professional is



If you do not have a nominated pharmacy, you can now generate a prescription barcode in the NHS App that can be shown to a pharmacy for collection without a paper prescription from your GP.

See this link for further information:

<https://digital.nhs.uk/services/nhs-app/nhs-app-guidance-for-gp-practices/guidance-on-nhs-app-features/digital-prescriptions>

Additionally, more information will be provided on hospital referrals, letting you know you are 'in the system' and on a waiting list, as well as the estimated month of treatment. This information will be updated weekly as waiting lists update.

Find out more about the NHS App here: <https://www.nhs.uk/nhs-app/>



## Pharmacy Updates

Some medications are prescribed regularly to manage longer term conditions. These medicines are ordered as repeats on a monthly basis. To ensure the medicines are still the best option, doing the intended job and are not causing any issues, they should be reviewed on a regular basis.

At GPS Healthcare we prioritise safe and effective clinical care. With this in mind, we would like you to put in your medication request 3 working days in advance of needing it. That way, we have the time to check all the relevant information relating to your request and get your prescription to you when you expect to receive it.

## Pharmacy First

On January 31<sup>st</sup> we saw the launch of the much anticipated pharmacy first service. As experts in medicines and managing minor illnesses, pharmacists have been backed by Government and the NHS to provide this new service. Pharmacies across Solihull have signed up to support people in certain age groups seeking help for sore throats, earache in children, sinusitis, infected insect bites, impetigo, shingles, and urinary tract infections in women.

If you have symptoms that suggest you may have one of these conditions, you can now walk into a pharmacy and be offered a consultation with the pharmacist. Under the new service pharmacists can provide advice and, if clinically necessary, will offer an NHS medicine to treat it (NHS prescription charge apply if you normally pay for medicines supplied on prescription). Should the pharmacy team be unable to help, you will be directed to your GP surgery or A&E as appropriate.

GPS is supporting this service by referring patients who meet the criteria to the local pharmacies where appropriate.

Details of pharmacies signed up to this service can be found on this NHS website; <https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/>

## Park Surgery Update

You may be aware that a vehicle collided with Park Surgery last year and since then business as usual operations have been impacted. The incident has meant that our reception and patient waiting area are restricted and therefore we are operating at the site with reduced clinics. We try to reserve these clinics for patients that are unable to travel to another site or who need continuity of care with a specific GP.

We have been working hard with our insurance company to progress the building works. As part of the repairs, we need to ensure that the access to the surgery is compliant with appropriate legislation which means that we need to make significant changes to the entrance to the building.

The care of our patients remains our priority during this challenging time. We will continue to provide updates on our website/social media channels and via our Patient Participation Group. Please be assured that we are doing everything possible to progress the works and thank you for your continued patience and support.



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

[Our Website](#)



[Facebook](#)



[X\(Twitter\)](#)



[Instagram](#)

