



GPS Healthcare

General Practice Solihull

PATIENT NEWSLETTER - SUMMER 2020

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

Brighter times are on the horizon!

We would like to thank you for your patience during the COVID-19 outbreak, allowing us to do the best we can for those most in need.



KEEP YOUR
DISTANCE

WASH YOUR
HANDS

STAY SAFE

GPS Service Operation

We are continuing to provide GP services, however **all contact must continue to be telephone first**. Please do not come to the surgery to drop anything off (patients can still post Scripts and forms through the appropriate letterbox) or collect anything or ask about a concern without telephoning the surgery first, or without a Nurse appointment. We will only open our doors to you once you have appointment with a member of our team. We are able to provide a lot of care remotely.

We ask you to please respect this in order to maintain the health and safety of our team, so that we can continue to look after all of our patients. Thank you for your cooperation.

Site Status:

All sites now have face to face appointments for shielded patients. We are still asking Covid Screening questions to each of our patients prior to appointment

Green Sites

Routine essential F2F appointments e.g. essential bloods, vaccines, dressings

- ◆ Yew Tree Medical Centre (including shielded children)
- ◆ Village Surgery
- ◆ Park Surgery
- ◆ Tanworth Lane
- ◆ Knowle Surgery

Amber Site

Doors closed as routine but site conducting necessary face to face consultations

- ◆ Meadowside Family Health Centre

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

****Please Note**** Medication will only be issued at prescribed intervals, if you are requesting extra supplies or anything outside of prescription intervals, it may be declined. We ask all patients to nominate a pharmacy for electronic prescribing, which can be set up by your local pharmacist.

Urgent!

If you have a new cough, temperature or loss of taste and smell, please use the 111 online service for assistance

PLEASE do not come into the surgery or try to book an appointment without having speaking to the service first. If you can not access the online service please call 111

The Status checker can be accessed here: <https://www.nhs.uk/coronavirus-status-checker>

PPG News

We hope that you find the information in this newsletter and on the website useful and informative. If there is any additional information you would like for us to share, please get in touch and let us know.

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

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 you surgery email or letterbox due to Covid-19 restrictions.

Patient Accessibility

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.



We have adapted our newsletter with blue backgrounds to aid dyslexic readers! We aim to meet all patient communication needs. If you require any assistance with communication please make the practice aware.

Patient Information

For ongoing national developments on COVID-19 and the most up to date guidance, please head to:

- Government Website: <https://www.gov.uk/coronavirus>
- NHS Website: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Flu vaccine reminders

Flu season is fast approaching! Please check as to whether you are entitled to a free flu vaccination through the NHS Website. More information will be provided nearer the time.

Diabetes

Are you at risk of diabetes or have been diagnosed with type 1 or 2? Please refer to our diabetes section in this edition for more information.

Mental Health Support

Are you finding this time more strenuous on your mental wellbeing than normal? Find more information about the Every Mind Matters campaign on our website.



<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

TEAM CHANGES

PARTNERS RETIRING

Dr Janet Barraclough has been with us since 1998 and continued to work at Village Surgery when we merged our practices into GPS Healthcare, she is a fond favourite with all at the surgery.

Dr Andrew Waddell, a Partner at Park Surgery has been taking care of patient and staff welfare alike, always with a smile.

Dr Suma Banvathi, Partner also at Park Surgery having served for 11 years within GPS Healthcare, she decided it was time to spend more time with her family.

They are all thought of very fondly by the team and their patients and have worked hard to ensure that the standard of patient care is at its best. They will be very missed and we wish them all the best for the future and a well deserved rest!



ADMINISTRATION TEAM

We welcome Lisa, Kayleigh & Rhianna to the team!

**WE WANT
YOU!
APPLY NOW**

GPS Healthcare is looking for talented, enthusiastic employees. Please see our Jobs and Opportunities on our website.

Or send speculative CV's to recruitment.gps@nhs.net

Who's who?

We have updated our website and site photo boards so please make yourself familiar with the new additions to GPS Healthcare.



TEAM DEVELOPMENT

Over the past year a number of our staff have passed training courses to elevate their skills and the skills we can offer to patients

Huge congratulations to Michelle in our admin hub, who has completed her BSc in Health with a first!! The BCS Higher Education Qualifications are a UK Honours Degree equivalent qualification. This is a great achievement and we are so proud to have her as part of the team.

The GPS team will also embark on breast feeding awareness training provided by the Solihull Healthy Child Programme (0-19 years) in order to provide appropriate signposting and guidance for new parents.



Bereavement Awareness (Source: NHS.uk)

What are the symptoms of bereavement & Grief?

- Shock and numbness – this is usually the first reaction to loss, and people often talk about "being in a daze"
- Overwhelming sadness, with lots of crying
- Tiredness or exhaustion
- Anger – towards the person you've lost or the reason for your loss
- Guilt – for example, guilt about feeling angry, about something you said or did not say, or not being able to stop your loved one dying

Complete your mood self-assessment here:

<https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/>

When should I talk to someone?

If you're struggling to cope with stress, anxiety or a low mood, you've had a low mood for more than 2 weeks or things you're trying yourself are not helping. There are a number of services who can help. Calling Birmingham and Solihull CCG have some useful resources and contacts <https://www.birminghamandsolihullccg.nhs.uk/your-health/bereavement-support>.

The Birmingham Healthy Minds service is also available which provides support and counselling services for anxiety, low mood and depression. You are able to self-refer to this service.

Need more immediate support?

Call: 0121 687 8010

Know your Numbers!

(Source: www.bloodpressureuk.org)

High blood pressure can lead to heart attacks and strokes, as well as other illnesses. Once you Know Your Numbers! you can get support to bring your blood pressure under control and prevent these diseases.

Around a third of people in the UK have high blood pressure, but most don't know it. It doesn't have any symptoms so, the only way to find out is to check your blood pressure check.



How can I help to control my blood pressure?

Your diet, exercise levels, smoking and weight affect your blood pressure. Find out how to lower blood pressure naturally. In some cases you may need medication to help with this, but this would be discussed with your GP after the above steps have been explored.

How can I get a Blood Pressure Check?

There are many brilliant at home machines that can help you keep an eye on your blood pressure. The link below has all the approve models from the British and Irish Hypertension Society

<https://bihsoc.org/bp-monitors/for-home-use/>

KNOW YOUR NUMBERS

WEEK:

7th - 13th September



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



www.umbrellahealth.co.uk
Tel: 0121 237 5700
Email: Using the online contact form

What is Diabetes?

Diabetes is a serious condition where your blood glucose level is too high. There are two main types, Type 1 and Type 2. They're different conditions, but they're both serious. There are some other rarer types of diabetes too.

Type 1 Diabetes

Type 1 diabetes is a serious, suddenly occurring lifelong condition where your blood glucose level is too high because your body stops being able to make a hormone called insulin.

What are the Symptoms

Your body tries to get rid of the glucose through kidneys, and that makes you urinate frequently. This is one of the main symptom of diabetes. These symptoms tend to come on quickly – over just a few days or weeks. Anyone who has these symptoms should see a doctor as soon as possible.

What Causes it?

About 8 per cent of people with diabetes in the UK have Type 1 diabetes. It's got nothing to do with diet or lifestyle, it just happens. We're still not sure what causes it.

Type 2 Diabetes

Type 2 diabetes is a serious condition where the insulin your pancreas makes can't work properly, or your pancreas can't make enough insulin.

What are the Symptoms?

Going to the toilet a lot, especially at night, Being really thirsty, Feeling more tired than usual, Losing weight without trying to, Genital itching or thrush, Cuts and wounds take longer to heal, Blurred vision.

How Can I manage Type 2?

The effects of diabetes and high blood sugar levels can be reversed and certainly managed. Some people can manage it by healthier eating, being more active and losing weight. Eventually most people will need medication to bring their blood glucose down to a safe level.

What Can I do?

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/>

Are you a Patient with Diabetes at GPSH?

It is likely that as half this year has already passed we will only manage to see our patients with diabetes once in the year, so we would be grateful if you can bring in urine samples when you see the health care worker for your foot check and blood test.

To give our patients with diabetes a better experience of reviews we launched diabetes group consultations before the Covid-19 lockdown and we are hoping shortly to transfer this idea into video group consultations. We hope you will support this venture as it will give people with diabetes more opportunity to explore their health in depth.

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

Carers Cuppa - Online, 7th October 2020!!



Are you a carer? Or know someone who is?

We are delighted to announce an opportunity to connect with other Carers in your local area through Carers Cuppa with the Solihull Carer's trust. Get your tea and cake ready to log on via zoom for an afternoon of fun chat, support and guidance. GPS Healthcare are proud to support and collaborate with Solihull Carers for all our patients who identify as carers! Keep an eye on our website for more information and how to register!

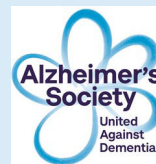
Unfortunately due to the spread of Coronavirus we are not able to offer our patient services stands at this time. The trusts are still available for help and support during this time however.



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

