



GPS Healthcare

General Practice Solihull

PATIENT NEWSLETTER - AUTUMN 2020

FLU VACCINES NOW AVAILABLE

If you are eligible for a flu vaccine you will be contacted by the surgery.
If you have not heard from us please call us to book your appointment.

Flu vaccination for 65yrs +

This vaccine is specially formulated for the 65years + group, by adding additional protein to the vaccine, it has been clinical proven to improve patient response levels

WASH YOUR
HANDS

Flu vaccine

18yrs – 64 years with Long term conditions & Pregnant Ladies

This vaccine is available to assist our patients who have health conditions which make them more prone the flu virus

KEEP YOUR
DISTANCE

Childhood Flu Vaccine

Those children over 2 and under 18 at risk from health conditions or healthy 2-3 year olds born between **01/09/2016 - 31/08/2018** respond better to the live nasal influenza vaccine

STAY SAFE

Shingles & Pneumo Vaccine

Shingles for 70-79 yrs olds and 78-79yrs olds
Pneumonia vaccine 65yr olds

Covid-19 50-64 Years old

We are currently awaiting more government instruction and guidance before we are able to offer this service. It will be provided in due course.

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

Urgent!

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

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

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



What is the role of the clinical pharmacist?

We now have four Clinical Pharmacists who are providing patient appointments. Our Clinical Pharmacists are an addition to the GPS Healthcare clinical team, as experts in the use of medicines and drugs they support both clinicians and patients within our practice. A number of our patients may have appointments with our clinical pharmacists instead of a doctor in the first instance and then referred to a doctor if required. Our doctors continue to have overall responsibility for medical advice and prescribing medication.

Flu Clinics 2020

All flu clinic dates have now been set and the order of vaccinations completed with many already being delivered. We have been able to vaccinate over 2,000 patients at a pop-in clinic set up in Solihull College car park which ran on the 3rd-4th October.

Patient Services

We have a continuous focus on maintaining support for our patients during these extraordinary times. We appreciate your support and patience during these difficult times.

The situation with covid-19 is challenging. Time has to be allocated for wearing additional PPE at clinics, sanitising rooms and controlling the number of patients that can visit the practice for face to face consultations. Our service levels are now as they were before covid-19, we do however have a backlog of minor operations which we are being prioritised by patient need. We are also seeing a successful uptake from our patients in the use of digital and telephone consultations.

Phlebotomy Clinics

We have our Phlebotomy clinics up and running. All blood tests requested by GPS **MUST** be taken at one of the GPS sites by our in house team. The hospital no longer provides a blood test facility for requests from the GP practice. Only hospital requested bloods can be taken to the hospital phlebotomy team.

GPS Healthcare Service Level

We have reviewed our service level since 28 August 2020 as we have been continuing to work hard to keep you well through the coronavirus pandemic

We have conducted a total of:



5,732 Telephone appointments
45,812 since 16th March 2020



4,637 Face to Face appointments
24,437 since 16th March 2020

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.



<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

DOCTORS

Welcome back to Sarah Page, who has joined the team at Park Surgery as an Associate GP



CLINICAL PHARMACISTS

We have appointed 2 new Clinical Pharmacist to our team who will help with patient appointments and medication management. Welcome to Jagveer & Waseem

ADMINISTRATION TEAM

We welcome Lucy, Angela, Kathie, Natalie & Debbie

SITE MANAGERS

We are delighted to welcome Adele Moorhouse who is our new site manager for Tanworth Lane, Village Surgery and our admin hub. And a warm welcome to Balvinder Devi who will be managing Yew Tree Medical Centre. Both bring with them a wealth of management experience and we are very excited to have them on board

**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

PCN MANAGER

We are delighted to welcome Hannah Nurrish as Primary Care Network Development Manager. Her role is to implement service improvements for patients, both within GPS Healthcare and in partnership with other local GP providers. She brings with her a wealth of NHS experience and we look forward to all she can do to enhance patient care!

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

Sadaf who is part of our brilliant reception team has achieved a 1st class Bachelors in Psychology. Congratulations on all your hard work and fantastic result in your studies!

As 2020 is International Year of the Nurse. We are sure you would like to join us in congratulating some of our nursing teams achievements this year!

Congratulations to Practice Nurse Haynes who successfully completed her FGPN Course. She is providing this service to our patients at Yew Tree Medical Centre.

Hayley Llewellyn has also passed her Level 3 HCA apprenticeship. This is a wonderful achievement and we are very excited to be part of Hayley's progression.

ANTIBIOTICS AWARENESS

(Source: NHS.uk)

Antibiotics are no longer routinely used to treat infections because:

- Many infections are caused by viruses, so antibiotics are not effective
- Antibiotics are often unlikely to speed up the healing process and can cause side effects

The more antibiotics are used to treat trivial conditions, the more likely they are to become ineffective for treating more serious conditions

When are Anti-Biotics prescribed?

Antibiotics may be used to treat bacterial infections that:

- are unlikely to clear up without antibiotics
- could infect others
- could take too long to clear without treatment
- carry a risk of more serious complications

People at a high risk of infection may also be given antibiotics as a precaution, known as antibiotic prophylaxis.

Taking ANTIBIOTICS when you don't need them puts you and your family at risk

Keep Antibiotics Working



Always take your doctor's advice!



MOVEMBER®

MENS HEALTH

(Source: uk.movember.com)

Mental Health and Suicide Prevention, Prostate cancer and testicular cancer, all hugely important aspects of Men's Health!! But how much do you know about them?...

PROSTATE CANCER

Your risk of developing prostate cancer increases with age, but that doesn't mean it's a disease that only affects old men. Prostate cancer is the second most common cancer in men worldwide.

If you're **50**, you should be talking to your doctor about PSA testing. If you're black, you need to start that conversation at **45**. And if you have a brother or father with prostate cancer in their history, do it at **45**.

Visit for more information:
<https://prostatecanceruk.org/>

TESTICULAR CANCER

Testicular cancer is the most commonly diagnosed cancer in young men. Men with undescended testes at birth, or who have a family history, like a father or brother who has had testicular cancer, are at an increased risk. And if you've had testicular cancer before, there's also a heightened risk it could return.

KNOW YOUR NUTS

The best thing you can do for your testicles is give them a bit of a feel each month or so, and if something doesn't seem right, head to the doctor.

Find resources here:
<https://testicular.movemberhealth.org/>

MENTAL HEALTH

Four simple steps: ALEC to help you navigate a conversation with a friend who might be doing it tough.

A - Ask how they're feeling & trust your instinct

L - Listen and let them know that you hear them

E - Encourage action on things that might help him improve his feeling.

C - Check in, follow up with phone calls or messages

The Movember website also has a useful conversation tool to help guide you.

FOR IMMEDIATE HELP:
Call Samaritans: 116 123



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



Flu & Phenumo

(Source: NHS Choices)

Flu is a highly infectious illness that spreads rapidly through the coughs and sneezes of people who are carrying the virus. Flu symptoms can hit quite suddenly and severely. They usually include fever, chills, headaches and aching muscles.

How the flu vaccine works

- The flu vaccine may only protect you for a year because the viruses that cause flu are always changing
- The flu vaccine only protects against flu, not other illnesses caused by other viruses, such as the common cold.
- The injectable flu vaccine contains inactivated, or killed, strains of the flu virus and cannot cause flu. Both vaccines are grown on fertilised hens' eggs so anyone with an egg allergy should have an alternative egg-free vaccine.

Childhood Flu

The flu vaccine for children is a nasal spray and is available each year on the NHS for a range of two & three year olds. Children with long-term health conditions should also have a flu vaccination because their illness could get worse if they catch flu. Other ages groups of 4 -11 year olds will be offered the vaccination at school.

How effective is the flu vaccine?

No vaccine is 100% effective, however, people who have had the flu vaccine are less likely to get flu. If you do get flu despite having the vaccine, it will probably be milder than if you haven't been vaccinated.

Flu vaccine side effects

The flu vaccine doesn't cause flu as it doesn't contain live viruses. However, you may experience side effects after having the vaccine, such as sore arm, a temperature and aching muscles for a couple of days afterwards. More severe reactions are rare.

Pneumonia Vaccine

The pneumococcal vaccine is available free on the NHS to everyone aged 65 or over, and for younger people with some serious medical conditions. But it's a one-off vaccine rather than an annual one. When you see your GP for a flu jab, ask whether you also need the pneumococcal vaccine.

Who should have the flu Vaccine?!

- ◆ If you're 65 or over
- ◆ Have a serious medical condition
- ◆ You are pregnant
- ◆ You are a Carer/ Health care worker
- ◆ You live with someone who is shielding

Pregnant women and the flu Vaccine

If you're pregnant, you should have the flu vaccine, regardless of the stage of pregnancy you've reached. Pregnant women are more prone to complications from flu that can cause serious illness for mother and baby.

Carers and the flu vaccine

If you're the registered carer of an elderly or disabled person, make sure they've had their flu vaccine. As a carer, you could be eligible for a flu vaccine too. Ask your pharmacist or email the surgery for advice.

COVID-19 50+

We are following government advice that all patients who are 50+ will be able to receive the vaccine this year. GPS Healthcare are awaiting more guidance for this service and estimate the vaccines will be available in November, all being well. We understand this is an uncertain time but we assure you we will be fulfilling this service as outlined by the government in due course when we have received all the relevant information to do so. Thank you for your patience and we will update eligible patients as soon as we can.

Your Care during Covid



We are aware of the issues with the telephone system at this time. The volume of phone calls we are receiving has increased dramatically over the course of the pandemic. We apologise for any inconvenience this may have caused, but assure you we are working hard to rectify this whilst adhering to the government guidelines for our staff. We have listened to your feedback and are taking immediate steps to improve our telephone systems. We thank you for your continued patience.



Appointments

Please note that all contact must continue to be telephone first. We will only open our doors to you once this has been discussed and agreed as necessary by a member of our team. We are still able to provide a lot of care remotely at this time. Please do not come to the surgery to drop anything off (patients can still post scripts and forms through the appropriate letterbox), collect anything or ask about a concern without telephoning the surgery first, or without a Nurse appointment.

Specialist Care

We were one of the first surgeries to pioneer the home visiting service which is still in operation. In addition to this we have increased our available face to face appointments. We are continuing to monitor the national and local situation and endeavor to adapt our services to offer the best option for patient care.

Visiting the Surgery

We are providing services such as GP face to face (where deemed necessary), blood appointments and flu vaccines in which patients will be able to visit the surgery. 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 for your appointment - this is due to the cleaning and PPE regimes now in place.
- 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 hand thoroughly where needed.
- Adhere to social distancing rules with any other patient or member of staff while you are in the building.
- Please be patient. Due to the restrictions and guidance 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.

South Solihull Hub

GPS Healthcare and Solihull Healthcare Partnership are pleased to announce the launch of a brand new patient care facility called the South Solihull Hub. Working in collaboration with the Birmingham and Solihull Clinical Commissioning Group, we have worked together to create a new facility to provide specialised, face-to-face care for the community of south Solihull.

The hub will only be accessible via appointment and will only treat patients who have been directed there by their GP. Details for visiting the South Solihull Hub will be sent to patients once their appointment has been confirmed.

The opening of the new site will enable patients without Covid-19 symptoms to see their healthcare professionals safely at other surgeries in the community, if invited for an appointment after speaking to a healthcare professional on the phone.

Thank you for your co-operation on this matter and we look forward to working with our partners in Solihull to provide this vital facility.

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 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 changes our backgrounds to blue in order to better assist them. If you require any assistance with communication please make the practice aware.

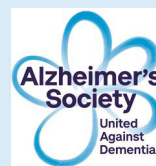
Unfortunately due to the spread of Coronavirus we are not able to offer our patient stands at this time. The trusts and organisations, however, are still able to offer support during this time.



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

