

# PATIENT NEWSLETTER

## AUTUMN 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 on the GPS Healthcare website under the "PPG & Feedback" tab.

### CQC Update

We have recently had our CQC assessment under their new framework. The visit allowed us to showcase all the hard work we do within the practice.

Whilst we have not yet received our formal feedback from CQC, the initial feedback we have had is positive and reflects the work we have done to improve things for our staff and patients. We will update you on the outcome once we hear back.



### 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)

## Vaccines and Flu and Covid Clinics

We recently delivered RSV vaccinations to patients who are 28 weeks + pregnant and patients who are between the ages of 75 – 79.

The initial part of the programme is complete, however we will now be inviting patients for the RSV vaccine as they become eligible as part of our ongoing work.

From 5 October we will be once again running the flu and covid clinics at Meadowside, Knowle and Village surgeries. If you have not received an invite, please get in touch with the practice, as the vaccines will provide the best protection when flu and covid maybe most widespread.



## Services at GPS Healthcare

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

- ▶ Asthma
- ▶ COPD
- ▶ Coronary heart disease
- ▶ Diabetes
- ▶ Phlebotomy - Blood Tests
- ▶ Cancer Care
- ▶ Cervical smears
- ▶ Contraceptive services
- ▶ Child health surveillance
- ▶ Maternity Services
- ▶ Minor surgery
- ▶ 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, please take up this opportunity to protect your health and book now.



## MP Visit

On Friday 13th September, we had the pleasure of hosting 2 MPs from the Solihull region. Dr Neil Shastri-Hurst (MP for Shirley and Solihull West) and Saqib Bhatti (MP for Meriden and Solihull East). They were joined by colleagues from the ICB and focused on the challenges in accessing primary care services.

GPS Healthcare have put in many initiatives and are using innovative ways to provide safe and effective care to our patients. We showcased our digital interventions which allow us to provide more options to patients for access routes and in turn free up space for people who are less able to connect digitally.

It was great to demonstrate the progress we have made, in particular with our Triage team over at Village Surgery in Cheswick Green. The visit was a positive experience and we hope to continue collaboration with the ICB and local MPs going forward.

Please continue to support our triage team by signing up for Patches and the NHS app.

Go to our website <https://www.gpshealthcare.co.uk/> for details on how to sign up.



## Partner Changes

In April, Dr Ansari became a GP Partner. Dr Ansari has worked at GPS Healthcare as a salaried GP since 2016.

At the end September, Dr Lucy Hillman left the partnership. She joined the practice in 2016 as a salaried GP and then went on to become a partner in 2018. We are grateful to Lucy for her hard work and wish her every success in the future.



## NHS App – Prescription Service

Just to remind you that 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/>

## Park Surgery Update

You may be aware that a vehicle collided with Park Surgery last year and since then business as usual operations were impacted. The incident has meant that our reception and patient waiting area were restricted and therefore we were operating at the site with reduced clinics.

We are now pleased to report the site is now open and fully operational. As part of the repairs, we needed to ensure that the access to the surgery was compliant with appropriate legislation which meant that we needed to make significant changes to the entrance of the building.

The care of our patients has always been our priority throughout this period of disruption, and we are grateful for your patience during this period of disruption. We thank you for your patience during this time of ongoing building works.

We hope you enjoy our new look entrance and continue to benefit from the services we provide from Park surgery and GPS healthcare.



## Pharmacy First

As you may already be aware you can now use the Pharmacy First service to manage minor illnesses.

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 appropriate treatment (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 required.

Details of pharmacies signed up to this service can be found on the NHS website [NHS England » Pharmacy First](https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/).  
<https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/>



# Digital Support Day at GPS Healthcare

General Practice Solihull

## We're here to help!

**Join us** for a Digital Support Day across our sites, where our friendly team will be available to help you access and navigate these essential services.

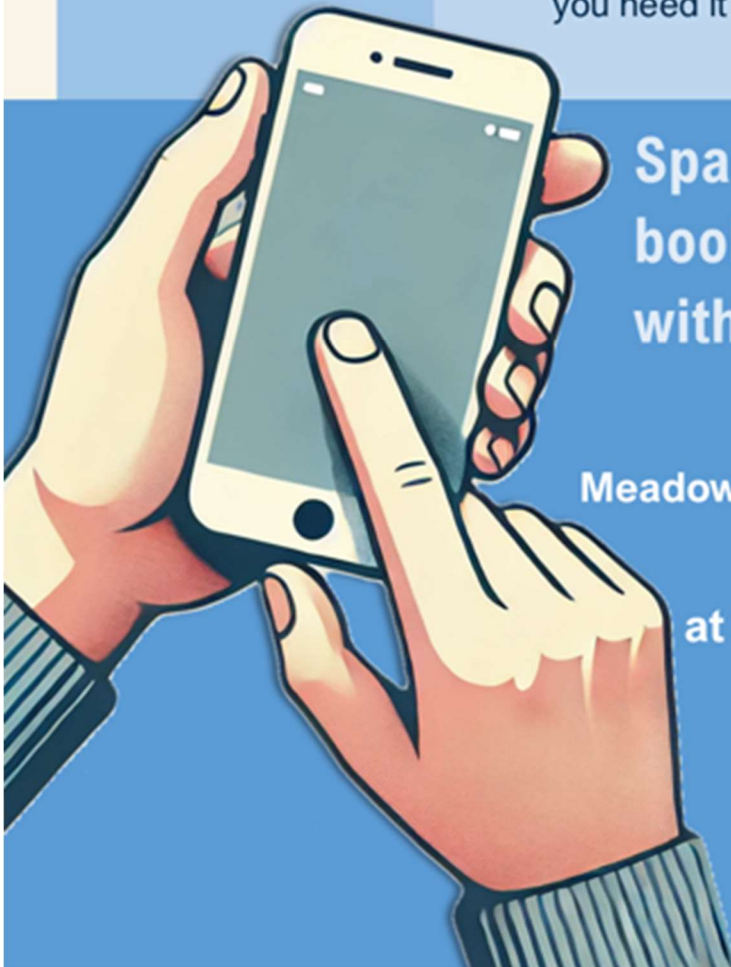
### Why PATCHs & NHS App?

They provide:

- Greater flexibility to submit requests to the surgery
- Easier access to your health information when you need it

### Feeling unsure or need extra support?

Whether you're unfamiliar with these services or need a confidence boost using the platforms, our staff are here to guide you with any questions.



**Spaces are limited so book in for a slot ASAP with reception.**

**15th Oct 1pm-5pm at Meadowside Family Health Centre**

**22nd Oct 1pm-5pm at Tanworth Lane Surgery**

**23rd Oct at 1pm-5pm at Knowle Surgery**

## NHS App

We really want to encourage you to start using the NHS App due to the range of services and information that is available to you on there. Many of the queries we receive each day are for information that is readily available to you on the app and could save you time by avoiding having to submit requests or wait on the phone, which in turn will free up our receptionists to deal with your more complex queries and appointment requests.

The NHS app provides an easy and secure way to access a range of NHS services. You can download the NHS App on your smartphone or tablet via the App store for Apple devices or Google Play for android devices. You can also access the same services via your internet browser on a computer by logging in through the NHS website – [www.nhs.uk/nhs-app/account/](http://www.nhs.uk/nhs-app/account/)

Check out the NHS to see the information that is available to you such as:

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them.
- Book and manage appointments (depending on which clinics your surgery has provided access to).
- View your GP health record
- Use NHS 111 online to answer questions and get instant advice or medical help near you
- Manage health services for other people, such as a relative that you care for

If you are unsure about how to access the app, please ask a member of our reception team. If you are having any difficulties using it, or don't feel confident then please book in to attend one of our digital support days



## Patches

It has now been 10 months since we launched our new online consultation system Patches and now have over 60% of our patient population registered.

For those of you who are not aware of Patches, it is an online system available via our website where you are able to submit a medical request for a new or ongoing health problem, or submit an admin request for queries such as doctor's letters, forms or reports. These requests will be reviewed by our triage team and action taken within 48 hours of being received.

We continue to develop the system and welcome feedback.

The Patch's system provides an additional channel for you to contact us and free up phone lines for those who may not feel as digitally enabled. We recognise that it can be more convenient to fill out a form online than wait in a phone queue or come to the surgery first thing in the morning, providing more flexibility to all our patients to access our services.

## 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!

# patches

## Contact Your GP Online

Whilst we are actively encouraging the use of Patches, please can we ask that you use it appropriately. When the medical request option has closed for the day, this means that we have no more capacity for appointments available. Please do not then move to submitting medical requests via the admin requests option.

Please can we also ask that when submitting your requests on Patches that you provide as much detail as possible. The information is valuable to our team when triaging your request and will make it faster to determine the outcome of your query.





## 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!

If you are interested in joining the group and have any questions please email Graham Clarke, PPG Chair.

[graham.clarke2503@googlemail.com](mailto:graham.clarke2503@googlemail.com)



### For more GPSH Information, please visit:

#### [Our Website](#)



#### [Facebook](#)



#### [X\(Twitter\)](#)



#### [Instagram](#)



#### **GP Partners**

Dr M Ansari Dr O Aslam Dr MAH Baker

Dr L Broom Dr V Georgy

Dr E John Dr L Khan Dr J Kirby

Dr R Kiruban Dr N Murtaza Dr JAG Webb

Chief Operating Officer Simon Tunnicliffe