

Newsletter

Green Valleys Health

Abbotswood, Emersons Green and Leap Valley surgeries

Summer 2024



Total missed appointments in April 2024 were 145, this equated to over 42 hours.

Please contact the surgery if you are unable to attend your appointment, call 0117 9576470 option 4 and leave us a message – we can then offer your slot to another patient.

Leap Valley & Abbotswood

Total DNA's – 64 (21 hours, 20 mins)

GP (15 mins per appt) – 28 (7 hours)

Nurse (various times) – 1 (20 mins)

Child Imms (20 mins per appt) – 4 (1 hour, 20 mins)

Blood tests (10 mins per appt) – 8 (1 hour, 50 mins)

Wounds (various times) – 7 (4 hours, 40 mins)

Physio (30 mins per appt) – 6 (3 hours)

ECG (various times) – 1 (20 mins)

Smears (20 mins per appt) – 4 (1 hour, 20mins)

Diabetic QOF (30 mins per appt) – 5 (1 hours, 30 mins)

Emersons Green

Total DNA'S – 81 (21 hours)

GP (15 mins per appt) – 29 (7 hours, 30 mins)

Nurse (various times) – 6 (1 hour, 10 mins)

Child Imms (20 mins per appt) – 5 (1 hour, 30 mins)

Blood tests (10 mins per appt) – 23 (3 hours, 50 mins)

Injection (10 mins per appt) – 3 (30 mins)

Wounds (various times) – 1 (20 mins)

FCP (30 mins per appt) – 2 (1 hour)

ECG (various times) – 0

Health checks (30 mins per appt) – 2 (1 hour)

Smears (20 mins per appt) – 3 (1 hour)

Diabetic QOF (30 mins per appt) – 5 (2 hours, 30 mins)

Cancer review – 0

Asthma – 2 (40 mins)

Fantastic News – Green Valleys Health is now an “Armed Forces Veteran Friendly Accredited GP Practice”.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician (Dr. Watkivs) who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

When a patient registers with our practice, they will be asked if they have ever served in the UK Armed Forces, if they have, they will be coded as “Military Veteran”.

Our Summarisers (Kelly & Sarah) will then send out an automated text message advising the patient what is available to them. In summary, this is:-

Op Courage is for service leavers, reservists, veterans, and their families, who have the ability to contact the Mental Health and Wellbeing Service direct & self-refer. The patient or family member can do this by telephoning 0300 034 9986 or email- mevs.mhm@nhs.net.

The other service available is:-

Op Restore and this service is for anyone who has served at least one day in the UK Armed Forces and, as a result of their service, acquired a significant, lasting physical illness or injury. Op Restore is only available via a GP referral, which is where Dr. Watkivs' support will come in.

If you are an “Armed Forces Veteran” please let us know when you next visit the surgery so that we can ensure your medical records are updated accordingly.

Diabetic Team Summary

The Diabetic team at Green Valleys Health consists of 3 nurses, Alex Hunt, Ellie Lyons and Andrew Parry, and the Care Co-ordinators team. The nurses work across all 3 sites: Abbotswood, Leap Valley Surgery and Emersons Green Medical Centre. The team help to support patients living with a diagnosis of Diabetes, a long-term condition requiring close monitoring of blood glucose levels, blood pressure, kidney function and cholesterol management.

The team will provide a yearly review which consists of a 30-minute health care assistant check followed up a few weeks later with a 30-minute Diabetic nurse review. They may ask to see patients more frequently depending on what is discussed during the consultation. Management of diabetes includes but is not limited to, lifestyle and dietary advice, education, counselling, and medication recommendations.

The HCA will help to book the nurse follow up at this appointment, this can be booked with Alex, Ellie, or Andrew.

The 30-minute Healthcare assistant (HCA) check consists of:

- Height
- Weight
- Blood Pressure
- Blood Test
- Foot Check-Urine Test (important for patients to bring this along to their appointment).

An early morning urine sample is required for this appointment- **Please avoid alcohol, heavy exercise, and a high protein meal the night before.**

The results of the health check will be reviewed and discussed along with any questions during the appointment with the Diabetic nurse.

Early prevention and intervention can prevent and/or delay the damage that Diabetes can potentially cause. The team offer personalised targets and care plans, as we know we are all on individual paths.

If there are any barriers or concerns about attending an appointment, please do not hesitate to contact the Care Co-ordinators on 0117 957 6470, option 6. Alternatively you can use the e-consult feature on our website, found here <https://www.greenvalleyshealth.nhs.uk/practice-information/gp-online/>

MEET THE TEAM



Sharon Buckley - Secretary

I am one of 3 secretaries at Green Valleys Health, joining the team in August 2006 (18 years ago). I am married with 2 daughters and 1 gorgeous grandson. I also have a dog called Beau.

I love reading, with my favourite book being "Little women", the 1949 version.

I love Doris Day films & Grease.

One of my best holidays was in Cuba.

My biggest fears are heights & spiders and a few things I cannot live without is my family, friends, wine & chocolate.

Press Release.....

At the end of May 2024, we will be cancelling our contract with the existing telephone provider and moving to a new service which will allow the surgery to call you back in queue order (save you waiting on hold). Please ensure we have the most up to date details for you. Apologies for any disruption whilst this service goes live.

Welcome to our new paramedic Katie Seward who joined the practice 7th May 2024.



Website:
www.greenvalleyshealth.nhs.uk
Tel no: 0117 9576470
Facebook: Green Valleys Health