

# Bartley Green Medical Practice

## PPG Newsletter Spring 2025

Welcome to the Spring edition of the Patient Participation Group (PPG) Newsletter for 2025. This edition looks at the role of Karen Antcliffe, the new Social Prescriber as well as featuring other initiatives important to the practice.

*Why am I asked for more details when booking an appointment?*

A question has arisen about why administrative staff ask about medical conditions when booking an appointment. In order to ensure that the appropriate doctor with, if necessary specialist knowledge is allocated, some indication of the reason for the appointment is required. This should be very general in nature and ensures that valuable time is not wasted for both patients and medical staff. This information is confidential and is purely for administrative accuracy and not for medical decisions.



### Did Not Attend (DNA) figures for the period 1st Sept 2024 to 28th Feb 2025

**287** GP appointments missed

**382** Nurse appointments missed

Please remember to inform the surgery if you cannot attend - this can be done by phone apps, the NHS site, by phone at off peak times or by replying CANCEL to your reminder text.

## A message from our new Social Prescriber—Karen Antcliffe

Hello, My name is Karen and I am the new Social Prescriber for Bartley Green Medical Practice as well as other practices within the pcn.

I am here to help any patient over the age of 18 who requires help/support with the following concerns. Patients can be booked in with me directly by Reception.

- Mental Wellbeing/low mood and low intensity anxiety
- Loneliness and Isolation
- Bereavement
- Fibromyalgia, Chronic Fatigue Syndrome.
- Drug and Alcohol Support
- Healthy Living
- Weight Management, Basic Dietary and Exercise Advice
- Sleep Hygiene
- Assessments of social care needs and referrals to appropriate services
- Finance, Welfare and Housing Support



- Immigration Support
- Administrative Support-example, help with filling out forms, driving licenses etc

I am based at Bartley Green Surgery every Monday. I welcome any ideas patients may have regarding wellbeing possibly a walking group or similar? Kind Regards - Karen Antcliffe

## A new telephone service has been implemented and is live now.

The surgery has implemented improvements to telephone access for patients. **Call back** - If busy the system will invite callers to request a call back after which they can hang up. Calls are then queued (you do not lose your place in the queue by hanging up) and the system will call the number requested and link you to a receptionist. Please don't be put off by a large number in the queue - receptionists are very efficient and waiting time is likely to be only a few minutes. **Telephone number matching** - The system will now match the number you call from to the number held on your medical record. Security checks are still carried out! If calling from an unidentified number you will be asked if you wish to update your record. Please consider your reply carefully to avoid altering your preferred contact number.

## *Parkrun..or in some cases Parkwalk!*

Parkrun is a community event and is a national initiative to get people moving on a Saturday morning! Members of the staff here at Bartley Green take part although they failed to mention whether they run or walk (which is perfectly acceptable!).

The Parkrun takes place at Woodgate Valley Country Park every Saturday at 9.00am and is an opportunity to get some fresh air and have a chat with other locals who follow it up with a coffee in a local café afterwards.

There is no charge and the event is monitored by volunteers. You do need to register once on the Parkrun website where they will issue you with a bar code which can be used to track your times if you so wish!

Run, jog, walk - it makes no difference - it's the taking part that counts!!

## *Organ Donor Programme*

Birmingham is an Organ Donor City - this means that the council has committed to support more citizens to register as organ donors. There is plenty of information on the web about organ donation but it is a thing that has saved countless lives and should be considered carefully.



In 2020 the government brought in “Max’s Law” which changed the law to state that all adults in England are potential organ donors unless they opt-out and register the fact on the NHS Organ Donation web site. This is as a result of the campaigning that Max Johnson’s family did when he was waiting for a heart transplant and have continued to do after he received his new heart from a 9 year old girl whose parents made the selfless decision to help others through their own tragedy.

Visit [www.https://www.organdonation.nhs.uk/](https://www.organdonation.nhs.uk/) for more details and to read Max’s story.

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## *Cancer Champions*

As part of a national initiative to improve awareness of cancer screening programmes and the non medical impact of a cancer diagnosis and treatment, each GP practice, including BGMP, has been asked to nominate a “Cancer Champion”.

The aim of this initiative is to nominate a person within each Practice that can help direct people requiring non clinical information about cancer or support from the many agencies that can help. The Cancer champion will also support the Practice in actively promoting the benefits of cancer screening programmes and how to access them.

If you or a loved one would like to access the Cancer Champion service here at BGMP, please ask for more information at the Reception Desk, or email your query to the normal practice email. A web site also exists to give you more general information at [www.cancerchampions.co.uk](http://www.cancerchampions.co.uk) Just to emphasise, this service is for non clinical queries only, and any queries relating to your diagnosis, condition or treatment should always be discussed with your GP as normal.

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## *CQC—Monitoring Practice Performance*

The Care Quality Commission (CQC) is an organization that regulates health and social care in England. (It is the equivalent of OFSTED in the education sector). Inspectors from the organization will visit a practice and evaluate their performance and give an overall rating which is then published for the public to read.

All areas of a medical practice are examined and patient responses to questionnaires and surveys are taken into consideration. It is essential that the practice gathers as much data as it can on patient satisfaction which includes both compliments and complaints. A new survey is being prepared and patient feedback is vital to this process. Please complete the questionnaire if at all possible.

The practice does not know when a visit might take place and is given very short notice. Therefore constant evaluation of the workings of the practice is done in order to be ready if and when an inspection takes place.

The PPG plays an important part in this process by discussing the day to day activities of the Practice and gives feedback on the self evaluation that is part of the preparation for a CQC visit.

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## **And Finally...**

- ◆ Child Vaccinations - It is important that vaccines are given on time for the best protection. Please contact your GP if you or your child has missed a vaccine.
- ◆ There will be a Spring Covid Booster programme starting soon. Watch for messages.
- ◆ Bartley Green Medical Practice has a Facebook page - follow for the latest updates and news from the practice
- ◆ Visit the BGMP web site <https://bgmp.digipractice.org> (new web site coming soon)