

Bartley Green Medical Practice

PPG Newsletter - Autumn 2025
written by patients for patients



Total Triage - A New System

By the time this newsletter reaches you the practice will have moved to the Total Triage system of booking appointments. There are several sources of information explaining the system so no need here to feature the process and, at the time of writing, the system will have only been in operation for a few days so evaluation would not be appropriate yet.

On announcing the change, as is usual nowadays, people took to social media anticipating problems and expecting the worst! Two things stand out - firstly, this system has been in operation in many surgeries for some time now and BGMP took their time in assessing feedback from these practices before launching the Total Triage in our own practice. Secondly, the management here at BGMP took time to reply on line to all concerns in order to reassure patients of the effectiveness of the new system and to calm worries that some groups of patients would be disadvantaged. Pleasingly, many of the on-line responses confirmed that elsewhere, patients like the new process and find it more efficient. There will be further feedback in the next newsletter.

Did Not Attend (DNA) figures for the period 1st Feb 2025 to 18th July 2025.
Help us to help you! If you don't cancel an unwanted appointment then you are denying patients who do need one!

289 GP appointments missed

430 Nurse appointments missed

Please 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.

Meet our new Nurse Practitioner - Chanelle Lee

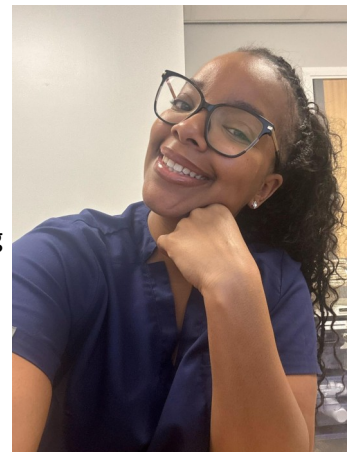
"Hi - My name is Chanelle and I am a Nurse Practitioner. I joined BGMP in March after working here as a locum nurse. I started my nursing journey in 2009 as a healthcare assistant, then started nursing study in 2010. Once qualified I went into district nursing but fancying a change of direction and always having a keen interest in Practice Nursing, I took my first job in this role at a practice in Walsall in 2016.

Following on from this I studied the Fundamentals of Practice Nursing as a post graduate then furthered my education by studying many other branches of nursing skills.

Alongside working as a Nurse Practitioner for BGMP, I also work within an urgent care setting, so getting the best of both worlds! Working within a general practice will always be my favourite

setting due to the rapport you are able to build with patients. I enjoy all aspects of practice nursing.

I enjoy binge watching crime documentaries, spending time with my family and also enjoy carrying out aesthetic cosmetic treatments in my spare time. I look forward to meeting you all at some point."



You don't know what happened on the call they just took!!

"Receptionists are not 'just admin' — they are patient advocates, navigating complex systems to get people the care they need. They are the gateway to the clinical team, and without them, there is no access. But constant abuse is pushing them to breaking point. Burnout is rising, and we are losing skilled staff who can no longer absorb the emotional toll. "

This is a quote from a new Institute of Practice Management campaign to highlight the fact that the reception team are on the front line and hear some of the most heart-breaking stories from people in desperate need. This video is worth a watch! <https://youtu.be/XrLETspRMIA> A reminder that BGMP follows NHS guidance and operates a zero tolerance policy regarding verbal abuse, threatening or aggressive tone and/or language and swearing/foul language.

Lands End to John O'Groats! or The Perry Folly



Cycling from Land's End to John O'Groats may not be everybody's idea of a holiday but that's exactly what Dr. Perry did for her break!

An electric bike made the hills easier (but not the flat parts) and she used cycle routes and small roads, making the journey in stages of around 20 miles with stops for food and several brews of tea! Luggage was transported ahead to the next

hotel. She reports that it is a fabulous way to see the countryside and to realise how green our land is..and how many sheep there are! It also made her aware of just how big Scotland is! On reflection she doesn't quite know how she managed it but it was a tremendous experience and so good to be out in the fresh air. Well done Dr. Perry!

The Flu season will soon be here!

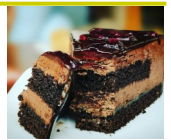
Although still at the back end of Summer, a reminder that the Flu season is not far away. Don't forget to arrange your flu vaccine especially if you fall into one of the categories - over 65, have certain health conditions, are pregnant, are in long stay residential care or you are a carer for an older person.

Vaccines will be available from the surgery and the NHS app will inform you when they can be booked.

Measles is still around!

If you have a rash and feel unwell, **don't** go to your local surgery or A&E. Instead - **Call Ahead!** It may be measles and it remains a serious illness for adults as well as children. It can be fatal to people with a weak immune system and is dangerous for pregnant women. It is highly infectious so reduce the risk by calling to seek advice.

Macmillan Cake Bake - If you are around on Friday 26th September we are having a cake bake sale at the practice. Please join us if you can for this Macmillan charity event which supports people living with cancer and helps their loved ones deal with the issues that arise. Further details on the web site.



Blood Cancer Awareness

September has been designated as Blood Cancer awareness month. Blood cancer is a term that's used to describe many different types of cancer that can affect your blood, bone marrow or lymphatic system. It happens when something goes wrong with the development of your blood cells.

Leukaemia, lymphoma and myeloma are some of the most common types of blood cancer. Despite being the UK's fifth most common cancer, and third biggest cancer killer, blood cancer doesn't receive the public profile of the other four most common cancers.

Blood Cancer UK is a web site dedicated to the various diseases, pointing you in the right direction for support and explaining the various treatments that are available.

Should you need to visit the site the address is

<https://bloodcancer.org.uk/>



BGMP New Web Site

The practice has launched the new web site which follows NHS standards and contains all the information needed regarding the workings of the practice, the new Triage System and how to deal with repeat prescriptions along with several other guides and support links. The link is www.bartleygreenmedicalpractice.co.uk/

Stoptober!

Stoptober is the annual campaign encouraging thousands of smokers to quit the habit! Evidence shows that people are five times more likely to quit for good if they can make it to at least 28 days smoke free!

Since the campaign launched, Stoptober has helped over 2.5 million people make a quitting attempt.



About the Patient Participation Group (PPG) - We meet every couple of months for around an hour to discuss the workings of Bartley Green Medical Practice and to look at ways we can contribute to the practice. The only qualification needed to join the group is that you are a patient at the practice and that you have a positive nature to bring to the discussions.

If you feel you would like to join and learn a little more about the day to day working of the practice then there is a sign up form available on the new web site.