



# Hall Green Health Patient News

Brought to you by the Patient Participation Group - PPG  
Keeping you informed of the latest news and  
developments within our Practice

February 2022

## Welcome to our latest Newsletter

Bringing you up to date with key developments and changes in our practice, as we steer our way through what we all hope will be the final stages of the COVID-19 Pandemic.

### IN THIS ISSUE:

- A welcome and a few words from our Managing Partner
- Progress managing the COVID-19 vaccination programme.
- Social Prescribing
- Our Patient Participation Group

### A Thank You to Our Patients

We'd like to thank those patients who have responded to our request to cancel unwanted appointments. This is making a difference and allows us to offer support to more patients. This, of course, could include yourself when YOU next need an appointment. Please go to our Website and click 'Reception and Enquiries'

### Update from Hall Green Health Managing Partner - Dr Aireen Abdul-Razak

As we reach the dawn of 2022, it is only appropriate that we reflect on the achievements and challenges 2021 presented. We have learnt of the various complexities of delivering good quality healthcare whilst tackling the pandemic and delivering the COVID-19 vaccination programme.

Thank you for the continued support from the PPG and the patients at Hall Green Health, abiding by National Recommendations, understanding the larger issues beyond our remit and working with us to ensure HGH remained open for the community throughout the various lockdowns.

HGH underwent major management structural changes in 2021. We trust the new team will continue the good, cohesive working relationships we have formed with our patients, staff and providers to continue offering innovative quality care. Thank you once again to all our patients and staff for continued support and understanding. Here is to a better, healthier and happier year!



Dr Abdul-Razak

### Patient Participation Group - PPG

PPGs provide a link between GPs and patients and act as a feedback mechanism for patient views. Acting as a forum for improvement, they provide a 'voice' to inform and contribute to the processes at a Practice.

The PPG at Hall Green Health has approximately 60 volunteers with a Chair, Vice Chair and Secretary who are re-elected every two years. We meet bi-monthly, either in-person or virtually to discuss developments and issues at the practice. We provide an opportunity for patients to be more involved, make suggestions, contributing to action plans and to monitor improvements. Doctors and Practice staff are invited to meetings to provide information to members and to inform us of any developments in services.

If you would like to be involved as a member we would be delighted to hear from you. You can attend meetings and help develop and improve HGH services. It will not take up too much of your time and you can join 'virtually' if you prefer. To get in touch, please fill in and submit the registration form on our website, it's in the 'Patient Group' section on the left. We will respond to you as soon as we can.

### Did You Know?

Nationally, GP Practices are working together with their community in groups known as **Primary Care Networks - PCNs**.

Hall Green Health is part of a **PCN** with Swanswell Medical Centre in Acocks Green and Northbrook Health Centre in Shirley. This network results in a much larger team who can share information, technology and services for the benefit of patients.

Working together allows us to adopt a broader approach to the services we can offer for the benefit of our patients resulting in better access to a wider range of support closer to home.

Hall Green Health 979 Stratford Road Hall Green Birmingham B28 8BG 0121 777 3500 Out of Hours: 0300 555 9999



/hallgreenhealth



@hallgreenhealth



www.hallgreenhealth.co.uk

### What is Social Prescribing?

Social Prescribing is a means of enabling health care professionals to refer people to a range of non-clinical services when medical intervention is not appropriate. Your health can be determined primarily by a range of social, economic and environmental factors, Social Prescribing will address your needs in a non-clinical and holistic way.

This can be via sign-posting to a wide range of other support such as our **Carers Group**, housing and benefits advice and bereavement support to name just a few.

Here at Hall Green Health referrals for support are through your GP or Nurse.

### Carers Group

We recently invited all our carers to a Carers Event at Highfield Hall which was supported by Forward Carers Birmingham. The event was attended by 30 Carers and it was a great opportunity to finally meet face to face with so many people who perform a vital support role in our community.

We will be holding more of these events in the future and will keep you informed.

### Our allotment on Gospel Lane

The Social Prescribing team are looking for patients to join our allotment on Gospel Lane, Acocks Green. We need volunteers to help with all aspects of establishing and maintaining the allotment. We have kindly had some donations of tools, materials and equipment from other allotment holders as well as offering to help us over the coming months to prepare the allotment for Spring.

If you are interested in getting involved in any capacity or would like Social Prescribing support for something else, please get in touch via email at [nhsbsolccg.hallgreenhealth@nhs.net](mailto:nhsbsolccg.hallgreenhealth@nhs.net) Please state in the subject box, FAO: Social Prescribing Link Worker.

### Progress with COVID-19

When we look back at 2021, it's important to remember the COVID-19 Vaccination Programme that Hall Green Health is participating in. Working with our colleagues from both Northbrook and Swanswell General Practices, we have given in excess of 42,000 vaccinations with over 15,000 Patients vaccinated with two initial doses and over 10,000 have also had their booster.

Its been quite an organisational challenge for Doctors, Nurses and Practice staff, managing and coordinating vaccination days and coping, at times, with large numbers of patients within the surgery. We'd like to thank you all for responding positively and would encourage others to please come forward to get their own and their families' protection through vaccination.

### Our Practice Manager, Glynis Croxton-Jones



Glynis Croxton-Jones

I would like to introduce myself as the new Practice Manager for Hall Green Health. I started my role in November 2021 and have been busy getting to know the Practice whilst preparing for and participating in our recent Care Quality Commission inspection. With my previous experience in the sector I have a good understanding of the NHS, primary care services and the daily business operations of general practice.

The past few years have been challenging in general practice to say the least with COVID-19, rising demand for services and resource issues. We are continually looking for ways to improve and develop new services to support our patients and our PPG plays a vital role in supporting and providing feedback for such initiatives.

I look forward to sharing news and views with you in future newsletters but in the meantime please ensure you continue to participate in the COVID-19 vaccination and booster programme to help protect both yourself and your family.



Providing NHS  
Services

### Hall Green Health Hours of Opening

Day	Hours
Monday	08.30 - 18.30
Tuesday	08.30 - 18.30
Wednesday	08.30 - 18.30
Thursday	08.30 - 18.30
Friday	08.30 - 18.30
Saturday	Closed
Sunday	Closed

### Extended Hours

Pre-booked appointments **only**  
 Mon - Fri: 18.30 - 20.00  
 Sat: 08.30 - 13.00  
 Sun: 10.00 - 14.00  
 Phone lines are **not** open  
 during extended hours

### Coffee Mornings

Many patients are keen for us to re-start our Coffee Mornings which were postponed due to COVID-19 restrictions. These are an opportunity to meet Doctors and staff in a casual and informal setting to bring you up to date with developments and future plans at the Practice. We also need feedback from you, our patients, on how we are doing and you get the chance to have a say in how to improve Hall Green Health services. We are hoping to re-start our Coffee Mornings this year, later in the Spring.

