

Hall Green Health Patient Newsletter March 2018

Executive GP Partner Dr Masood Nazir Practice Manager Mr John Hood
Patient Participation Group Chair – Mr John Wright



New Staff

We would like to welcome the following new staff to Hall Green Health;

Dr Jo Tatlock

Dr Emily Crosse

Dr Chirag Mehta

Dr Krishna Dhaduvai

Dr Jack Mao

Dr Sania Hussain

Dr Ishraga Awad

Sophie Daley

John Hood the new Practice Manager was appointed in August 2017. John came to us from a busy A&E department at Heartlands Hospital. John has a wealth of experience working in high demand environments.

Hall green Health is also one of the first practices to take on a Practice Paramedic. Sophie joins us from West Midlands Ambulance Service and works on a Thursday and Friday seeing patients and assisting with home visits.

We have appointed two new administration staff and two new receptionists with a further two experienced receptionists joining in April.

Flu Vaccination

Our final flu vaccinations will be administered week commencing 26th March. Anyone aged 65 or over, pregnant women, children and adults with an underlying health condition (particularly long term heart or respiratory disease) or weakened immune systems. Patients are encouraged to make an appointment at reception.

Wednesday Afternoon Closure

The reception area is closed on Wednesday afternoons 1300 – 1400 for essential staff training. Patients with a booked appointment are asked to use the self-check in screens please.

Out of Hours Service

BADGER, the Out of Hours service provides cover for home visits on Wednesday and Thursday afternoons
Tel: 0300 555 9999.

Easter Bank Holiday Opening Times 2018



Please note: **Last day to order repeat prescriptions before Easter is Tuesday 27th March**

Thursday 29 March		Normal Opening Times
Friday March 30	GOOD FRIDAY	CLOSED
Saturday 31 March	EASTER SATURDAY	Opening Times (0830-1130hr prebooked appts only& prescription collection available)
Sunday 1 April	EASTER SUNDAY	CLOSED
Monday 2 April	EASTER MONDAY	CLOSED
Tuesday 3 April		Normal Opening Times

Can't Get An Appointment?

We are trying our best to meet the demand and have implemented the following improvements:

1. Your Community pharmacy is able to offer you advice in the first instance.
2. Telephone Triage system for patients, who need clinical advice on the day, you will be called back by a GP and given an initial assessment. In many instances your issue can be dealt with during this call, Prescriptions issued, referrals made, etc., if however the GP feels that they need to investigate further, they will arrange a face to face appointment at the surgery.
3. Clinical pharmacists, Sheetal Kotecha & Rozina Hanley are available to give expert advice where it is appropriate. Patients can expect extra help to manage long term conditions, specific advice for patients who take multiple medications and more access to clinical advice on treatments during a surgery visit.
4. Appointments are available with the pharmacists for medication reviews face to face, or telephone reviews. Please ask at reception
5. There are times when due to capacity we may have to refer you to the walk-in centre to ensure that the service can safely meet the needs of patients already booked in.
6. A new telephone system has been purchased that can deal with 50 calls instead of 12, so no more engaged tone. This has gone live at beginning of March 2018. We do however recommend alternative methods of access either through our website, the patient access app or the automated service as we receive over 700 calls a day, with most trying to get through first thing in the morning.



Book Appointments and Order Repeat Prescriptions Online

Hall Green Health is pleased to announce we have a new website which is user friendly and comprehensive and that in addition to online appointment booking and prescription requests you can now register to view your medical record online.

At the moment this allows you to view **medications, allergies and immunisations** but over the coming year this will expand to include most of the medical record. These services can be accessed via the Hall Green Health website using **Patient Access**. If you want to take advantage of this, patients will need to register their interest with us so that we can set up a user account and password.

If you are not registered with Patient Access please see a receptionist at the Enquiries desk and they can print the information you will need to register. You cannot start using the service until you have this information and have gone through the registration process. Please ensure you bring one form of photographic ID, e.g. a passport or photo card driving licence and a utility bill. If you do not have photographic ID please speak to a receptionist at the Enquiries desk.



Patient Participation Group (PPG)

The PPG are always looking to recruit new members to ensure a representative group.

The PPG aims to act as the 'voice of patients', reflecting your views and thereby having a say in changes and decisions taken within the Practice. The next PPG meeting at the Practice is 14th May at 5.15pm. If this is something you would like to be part of please speak to a receptionist at the enquiry desk for more information.

Friends and Family Test



Asks patients if they would recommend the services they have used and offers a range of responses. This kind of feedback is vital in transforming NHS services and supporting patient choice. The feedback gathered through the FFT is being used in NHS organisations across the country to stimulate local improvement.

Wi-Fi for Patients



We are now able to offer complimentary NHS Wi-Fi to our patients. To access this please logon to "NHS Wi-Fi", it will bring up a login page where you can chose to create a free account or use a social media account.