

# Hall Green Health Patient Newsletter January 2017

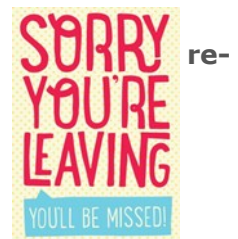


## **Dr George Young will be retiring. Below is a personal message to all his patients:**

"This March coming I will be 60 and have taken the decision to step down from partnership at Hall Green Health. After 30 plus years as a GP in Hall Green, first at Greenbank next door and, latterly, since 2003, here, this is and has not been an easy decision to make. Indeed, it is one I have been struggling with for a number of years, and I know there are number of you who may be surprised and disappointed by my decision, not least as I have suggested I had a year or two in me yet when asked. However, the daily grind of an increasingly time consuming commute to and from Lichfield, with 12 – 13 hour days has proved itself to be the final straw, outweighing the undoubted pleasure, usually, and privilege of being GP to many of you. Thank you for your kindness, support and, actually, friendship to me over these years: I believe the relationship to have been in both directions. I will miss Hall Green and will cherish the memories. I hope there is opportunity to personally say goodbye, to those who would wish to, over these three months until the end of March."

**We wish him well in his retirement and thank him for all his commitment over the years. He will be greatly missed by all especially his patients.**

**Dr Eric Pennington is also retiring. All the doctors and staff at Hall Green Health thank him for his dedication and hard work. We wish him well in his retirement.**



## **Clinicians at Hall Green Health**

- ◆ We welcome **Dr Sobia Wyne and Nurse Lisa Donellan** back from maternity leave.
- ◆ We welcome Clinical Pharmacist **Sheetal Kotecha** to the team.
- ◆ Sister **Deb Collins** sadly left us in November.

## **HEALTH NOTICES**

**Flu Vaccination:** This is a reminder of the arrangements for the seasonal flu vaccine programme which is currently under way. Flu vaccination by injection, commonly known as the "flu jab" is available every year on the NHS to protect adults at risk of flu and its complications. Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week. However, flu can be more severe in certain people, such as: anyone aged 65 and over, pregnant women, children and adults with an underlying health condition (particularly long-term heart or respiratory disease), children and adults with weakened immune systems. Patients are encouraged to make an appointment at reception at one of our flu clinics if you are eligible. We offer a range of appointment times including Saturday mornings

**Flu Vaccine for Children:** The flu vaccine is routinely given on the NHS as an annual **nasal spray** to healthy children aged two, three and four years old plus children in school years one and two and children aged two to 17 years at a particular risk of flu. The practice will issue specific invitations to those parents with children who fall into this catchment. More information can be found at [www.nhs.uk/child-flu](http://www.nhs.uk/child-flu)

**Shingles Vaccination:** A vaccine to prevent shingles, a common, painful skin disease is now available on the NHS to certain people in their 70s. The shingles vaccine is given as a single injection. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year. You can have the shingles vaccination at any time of year, though many people will find it convenient to have it at the same time as their annual flu vaccination.

## **Can't Get An Appointment???**

We know some of you are experiencing difficulty in booking appointments, we are always trying our best to meet your demands and we have been offering extra appointments over the Winter period, as well as:

- Telephone triage call backs are available for patients who feel they need clinical advice that day. This system entails patients being called back by a clinician and given an initial assessment. In many instances, the issue can be dealt with during this call; prescriptions issued and sent to a chosen pharmacy, referrals made, etc. If, however, the GP feels that they need to investigate things further, they will give the patient a time to attend the surgery for a face to face appointment. This is to ensure that the right patients are getting the right appointments.
- To support the Doctors, our Clinical Pharmacists are also available for appointments (see overleaf)
- The Patient Online Access system which you can also register for, enables you to book appointments online (see overleaf)
- Your community pharmacy is also able to offer you advice in the first instance - especially for minor ailments.

There are times when due to capacity and overheating, we do have to refer patients to the walk-in centre to ensure that GPs and patients are both clinically safe.

## Book Appointments and Order Repeat Prescriptions Online

Hall Green Health is pleased to announce 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 make sure you bring with you one form of photographic ID, e.g. a passport or photocard driving licence and a utility bill. If you do not have photographic ID please speak to a receptionist at the Enquiries desk. There will be sign up sessions available at the practice on:

Friday 03 February 2017 at 10.00am to 2.00pm

Saturday 04 February 2017 at 9.00am to 12.00pm



## Clinical Pharmacists

Patients at HGH can receive expert advice from our own team of pharmacists when they visit our practice, where it is appropriate. Patients can expect extra help to manage long-term conditions, specific advice for people who take multiple medications and more access to clinical advice on treatments during a visit to the surgery. Appointments with the pharmacist are now available for medication reviews for either tele phone or face to face consultations.

For more information, please enquire at the Reception 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 local views and opinions and thereby having a say in changes and decisions taken within the Practice. The next PPG meeting at the Practice is on **Monday**

**06 February 2017 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:-

The Friends and Family Test (FFT) is a contractual important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks patients if they would recommend the services they have used and offers a range of responses. The results for January were reviewed. 73% were extremely likely or likely to recommend HGH to friends and family. 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 and em-



## Friends of Hall Green Health

This is a charity set up by patients to raise money for desired items for the practice.

Friends of HGH would like to announce that following their first fund raising event they raised £170 from raffle sales for the x-mas hampers. Thank you to everyone who contributed to the x-mas raffle.

We are looking for volunteers to assist for future events at the practice and are currently raising money to purchase a Unique BP machine for the waiting area. We will next be contacting local businesses to raise further funds. The next fund raising event will be a raffle for the Easter Hamper.

## Wednesday Afternoon Closure

When the practice is closed on Wednesday afternoons **BADGER**, the out of hour's service will provide cover. BADGER's Telephone no is: **0300 555 9999**