

Hall Green Health Patient Newsletter

MAY 2013



MMR Vaccination

MMR vaccination protects against Measles, Mumps and Rubella (German measles).

Measles, mumps and rubella are highly infectious, common conditions that can have serious, potentially fatal, complications, including meningitis, swelling of the brain (encephalitis) and deafness. They can also lead to complications in pregnancy that affect the unborn baby and can lead to miscarriage.

Since the MMR vaccine was introduced in 1988, it's rare for children in the UK to develop these serious conditions. However, outbreaks happen and cases of measles in particular have been rising in recent years, so it's important to make sure your children are up-to-date with their MMR vaccination.

MMR vaccine for babies: The first MMR vaccine is given on the NHS as a single injection to babies as part of their routine vaccination schedule, usually within a month of their first birthday. They will then have a second injection of the vaccine before starting school, usually between the ages of three and five.

MMR vaccination catch-up campaign April 2013: All schoolchildren aged 10-16 who are unvaccinated should have the MMR jab to protect them against the current measles outbreak.

MMR for older children: Children of any age up to 18 who missed, or only partially completed, their earlier MMR vaccination, can have a 'catch-up' vaccination on the NHS. If you know, or suspect, your child hasn't been fully immunised, check your child's medical history with reception.

MMR for adults: The MMR vaccine can also be given on the NHS to certain adults who may need it including women planning pregnancy and people born between 1970 and 1979 and between 1980 and 1990.

(Source: NHS Choices)

Has your child missed one or both of their MMR vaccinations?

Check with reception if you're not sure whether you've had the MMR vaccine.



Appointment Availability

To help with appointment availability the practice now operates a triage service. When all appointments in the same day surgery are full, patients will be offered a telephone consultation with a GP to discuss their concerns. Depending on the patient's symptoms and clinical needs, the problem will either be dealt with over the telephone or the patient will be signposted to a clinically appropriate appointment. We have found this significantly reduces the number of patient's who need to attend the surgery, as many issues can be safely dealt with over the phone. In turn this frees up additional appointments for those who require them. Therefore instead of patients being asked to call back later if all the same day appointments have already been booked, the receptionist will arrange for the patient to be added to the triage list to receive a call back from the GP. We have found this reduces the number of patients constantly trying to call back for appointments.

Patient Information

Over the next month we will be changing the way patients are called in to see the clinicians. Patients will be called in via the main plasma screens in the surgery waiting areas. Following feedback gained from patient surveys and work of the Patient Participation Group (PPG), we will soon be displaying presentations on the plasma screens of the wide variety of services and clinics the practice offers along with some general well being videos promoting healthy living to our patients. We value our patient's feedback and are taking positive steps to improve communication between the practice and our patients.

We are also introducing signposting within the surgery to aid the flow of patients. Three signs are proposed: Appointments, Enquires and Prescriptions on the ground floor and are due to be installed at the end of May. By moving the prescriptions to a designated area will improve reception congestion and patients waiting to request and collect prescriptions can be signposted to the right queue reducing patient waiting times.

New Joiners at Hall Green Health

To respond to the growing demand for appointments, 2 new GP partners have been appointed to the Practice. Dr Aftab Arif joined Hall Green Health at the end of March and Dr Nash Qamar joined in May.

On feedback from the Patient Participation Group and patient surveys the need for greater focus on customer services, improving patient access and enhancing patient satisfaction has been highlighted. To respond to this feedback we have appointed a new Patient Services Manager Karen Demetrious. Karen will be developing and managing the delivery of reception and secretarial services, recruiting staff, monitoring staff and practice performance to facilitate patient access. Karen is supported by 2 new part time team leaders Sarah Bamfield and Jacqueline Nicholls who joined Hall Green Health in March. Sarah and Jacqueline will train and supervise receptionists and patient advisers, ensuing staff are deployed to meet patient demand and deliver high standards of customer service.

A common theme of feedback received from staff and our patients is the need to improve communication. In April we appointed a Communications Manager Leena Chauhan who will be looking at signage, redesigning the practice website and practice leaflet, developing a range of patient information including presentations for the reception area and working on a range of other communication strategies for Hall Green Health. Leena would welcome feedback or any suggestions that you would like to be considered in the future regarding improving access and communication for Hall Green Health. Leena can be emailed on l.chauhan@nhs.net or you can leave your suggestions in an envelope at reception for Leena's attention.

Patient Participation Group (PPG) Ordering repeat prescriptions

We have a Patient Participation Group (PPG) and are often 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.

Please let Leena Chauhan know if this is something you would be interested in joining in at Hall Green Health.

Contact: l.chauhan@nhs.net

Tel: 0121 325 5532



We welcome your feedback!

Comments or suggestions for future newsletters to Leena Chauhan, Communications Manager:-
l.chauhan@nhs.net

Repeat prescriptions should be ordered in writing by using the right hand side of your last prescription – please tick each item you require.

If you do not have the right hand side of your last prescription, please ask for one at the enquiries desk. You can drop it into the box provided at the enquiry desk or post it to us.

Please note we are unable to accept telephone requests and we ask for 48 hours notice for a repeat prescription as each has to be checked and signed by the relevant Doctor. If there is a query with the prescription, please note they can take up to 72 hours and this would be working days (excluding weekends and bank holidays).

Repeat prescriptions are issued at the discretion of the Doctor for patients with a stable medical condition. The Doctor may insist on a consultation if he/she feels this is necessary to ensure patient safety.

Developments

Test Results:

Please note that you can telephone the surgery for blood and urine tests performed at Hall Green Health. Please do not call sooner than 10 days after your test or a longer period of time if this was indicated to you by the doctor/nurse. These results will be given out between 1.30pm and 2.30pm each day except Wednesday when this service will not be available. When you ring in you will need to choose option 3 and leave us a phone number that you can be contacted on if we are unable to put you straight through.

We have recently invested in a new telephone system which harnesses the latest technology including call recording and monitoring to facilitate a more efficient service. We are aware that as with any new system lessons are being learnt and this system is very much work in progress.

The new system is enabling us to actively look at the varying volume of calls being received through the day so we can alter our staffing schedules and working processes to respond to these demands at peak times. We are currently recruiting more reception staff to help address with this demand.

We are liaising with the new telephone supplier to address calls being cut off or patients losing their place in the queue and hope for a resolution very soon.