

Welcome to our latest Newsletter

Bringing you up to date with key developments and changes in our practice as we strive to continuously improve the services we provide to you, our patients.

IN THIS ISSUE:

- Update from Hall Green Health's Managing Partner
- Our social prescribing programme.
- Carers support group.

A Thank You to our Patients

A big thank you to everyone who came to our flu clinics. Every year, we aim to vaccinate thousands of patients, giving you the best protection against influenza. It is not easy to coordinate clinics of this size and, with your support, we were able to run a high-quality clinic without long waiting times.



Dr Masood Nazir

Update from our Managing Partner – Dr Masood Nazir

As we complete the first quarter of 2024, I am grateful for the opportunity to share our latest updates and plans, all shaped by your valuable input through our Patient Participation Group (PPG).

Improved Parking We understand the importance of convenience, and are actively working on enhancing and prioritising access to our patient's car park.

Expanded Blood Test Clinic Due to the success of our walk-in blood test clinic, we have extended it to five days a week, with pre-booked appointments still available on Saturday mornings.

Growing Team Our recruitment efforts are going well with several new clinical and administrative team members joining us this year. They will play a vital role in improving the access to the care we provide to you.

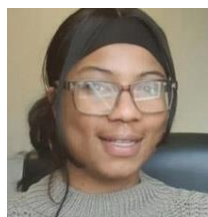
Streamlined Appointments We are continuing to refine our appointment system and are integrating more holistic healthcare approaches to ensure comprehensive patient care.

Support During Delays We understand that some patients face long wait times for hospital investigations, tests, and appointments. We are actively working behind the scenes to support you with this.

Together, we remain on the path to achieving excellence in healthcare and your feedback is invaluable in shaping our efforts. Thank you for your ongoing support. **Dr Masood Nazir**

Shenique Green, Hall Green Health's Social Prescriber talks about helping you, our patients

If you are concerned about your health and well-being and are looking for additional support, talk to your doctor or nurse about seeking assistance from your Social Prescriber. A Social Prescriber can assist you in gaining control of your health and working with you towards developing and achieving your goals. This begins with a conversation about what is important to you, which may follow a discussion with your doctor about a health-related condition. This could be struggling with access to food,



Shenique Green

homelessness, personal finances, or caring for someone close. General stress, anxiety and worry about managing a health condition are all factors having an impact on health and well-being.

As a Social Prescriber working with Hall Green Health, I am here to listen to you and to provide the best social knowledge and advice. Where I am able to, I will signpost and refer you to the most appropriate support organisations and agencies to assist you in participating in an activity or workshop that may help you with your health needs and improve your general wellbeing.

Hall Green Health



Providing NHS
Services

Our Expanding Carers Support Group

Hall Green Health is part of an active carers support group for those who perform a vital role in our communities. Monthly gatherings are held in a safe and confidential environment to help carers feel both less isolated and more valued in the tasks they undertake.

The group works with all three GP practices in our primary care network which includes Swanswell Medical Centre in Acocks Green and Northbrook Health Centre in Shirley. Meetings bring carers together providing an opportunity to share experiences, support each other and discuss carer issues. These events are attended by other local support organisations including Carers Hub, Augmented Lifestyles and The Big Feed, who also provide a hot lunch during our events held at Highfield Hall in Hall Green.

The group is expanding and we are looking forward to welcoming more carers in 2024, helping them to connect with local support services. Join us at the next event to learn about the latest support available.



If you are a Carer, come and join our free events. The group meets for a couple of hours at 1pm on the last Tuesday of every month at Highfield Hall.

127-129 Highfield Road,
Hall Green. B28 0HS

Walk-in Blood-Test Clinics

Available for Registered Hall Green Health patients when their GP has requested a blood test. Patients can still pre-book appointments for blood tests if they prefer. Clinics may close early if all slots are filled.

Monday	09.00-12.00
Tuesday	15.00-17.45
Wednesday	08.30-11.30
Thursday	14.30-17.15
Friday	09.00-12.00

Chronic disease patients (Diabetes and Cardiovascular) have separately arranged appointments and need **not** attend walk-in clinics.

Update on HGH Website and our Systems

Over recent months, the practice has been working with the PPG to develop a new website to look and feel like part of the NHS. This is now operational, easier to navigate, and has a much-improved search function. In addition, the practice now has more control over changes to the website, meaning we can update it directly, keeping it aligned to the needs of the practice and our patients.

We have also been working on improvements to systems that support our commitment to quality digital access. We now have new self-check-in screens for patients and also new information screens throughout the waiting areas. These are used for calling patients into appointments and to provide relevant information about the services we offer as well as NHS health advice and guidance.

In addition, we have been reviewing our online consultation system currently provided by Anima. We have listened to both patient and staff feedback and are undergoing an in-depth review of alternatives. We are committed to making our new system accessible ensuring it captures information for staff to effectively support our patients.

Same Day Team

At the practice, our Same Day Team run an innovative service providing care and support to patients suffering from health concerns that require prompt assessment.

The team is made up of Physician Associates, Advanced Nurse Practitioners and Doctors who work to deliver acute care within our primary care setting. An 'acute illness' is something serious enough that we would not want you to wait to be seen, but not severe enough for you to call an ambulance or go to A&E. These cases will be triaged by the On-Call Doctor to ensure correct care is provided.

The team will see cases that need to be assessed promptly. This includes, but is not limited to, cases such as, significant coughs, skin or ear infections, tonsillitis, urinary tract and bowel symptoms, or period problems.

Our Same Day Team is highly trained, with the skills and experience to provide first-class care. They are supervised by the On-Call Doctor to ensure any questions can be dealt with quickly and efficiently to assess and diagnose patients and manage their conditions.

The team also carry out home visits for our housebound population, and this winter we have been trialing a doctor-led clinic for paediatric acute cases which runs daily to help deal with the increased number of children we see at this time of year.

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**
Monday – Friday 18.30 – 20.00
Saturday - 09.00 – 17.00
Sunday - Closed