



PATIENT PARTICIPATION GROUP NEWSLETTER JULY 2017

HELP FOR CARERS

There is an advice centre for carers based in Sutton Coldfield where you can get free advice on many subjects including:

- * **Finance.**
- * **Benefits.**
- * **Legal Matters.**
- * **Unemployment.**
- * **Mental Well Being.**
- * **Carers Support.**

They are based at:
**Community Hub,
Farthing Lane,
Sutton Coldfield.**

Their opening hours are:

1st and 3rd Friday every month
between 10.am and 1.00pm.

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RECRUITMENT.

Two nurses started at the surgery in July to fill the vacant part time Practice Nurse posts.

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REMINDER.

Please only order medicines you need and if possible use the online re-ordering service.

Electronic prescription service to pharmacies are now in operation.

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JOIN THE PPG GROUP.

Learn more about the surgery and have your say. We meet four times a year at the surgery.

The latest meeting of our face-to-face Patient Participation Group (PPG) was held on 9th June 2017 and was attended by the new Practice Manager Jacquie Walker. If you want to join us and have your say please contact Jacquie.

As mentioned in our last newsletter we are raising awareness of the different roles of staff who work at the surgery and this edition covers the work of the receptionists

A LIFE IN THE DAY OF A GP RECEPTIONIST

There are eight receptionist at the practice and their role is varied in both duties and the hours they work over the week with five being on duty in the morning and three on duty in the afternoon and evening. Receptionists work on a rotational basis covering downstairs reception where they book patients in, make appointments and answer queries. They also work upstairs on telephone duty booking the majority of the appointments.

Receptionists also open the post and pass letters, reports etc to the appropriate doctor or secretary for their attention.

There are several hundred calls a day to the surgery and it is often one call after another which require different actions. This includes patients requesting an appointment with a doctor or nurse, callers who need to speak to one of the secretaries or calls from other health professionals and a variety of other organisations. If a patient request/requires a home visit the receptionist also organises these.

If a patient or carer needs to speak confidentially to a receptionist there is room in the surgery for this.

Receptionists are also responsible for franking out going mail and ensuring it gets in the post box in time.

On their working day they cover a five hour shift which begins at 8.00am when they are responsible for opening the surgery, preparing for clinics and putting the computers on and the last shift ends at 6.30pm.

1. MEDICINE MANAGEMENT CAMPAIGN UPDATE.

In the last newsletter the campaign to reduce over-prescribing and improve medicine management was mentioned. Following on from that the practice and others surgeries in the area are working with local pharmacies to ensure only medicines that the patient needs are supplied when on a repeat prescription. This involves the pharmacist asking patients when they collect their repeat prescriptions what medicines they need for the next order.

Therefore, when collecting your next routine prescription you will be asked to indicate which medicines you need on your next order.

This will prevent medicines that are no longer required or medicines the patient has sufficient supplies of already from being reordered until they are needed. The scheme will be reviewed in six months time to decide if it is more efficient and cost effective.

2. PLANNING APPLICATION FOR THE NORMAN LAUD SITE.

As you may be aware, a planning application has been made to change the use of the Norman Laud Centre to a children's nursery for about 100 children. Access would be via the same roadway that patients use when attending the Practice. Due to the concerns about safety for patients, objections to the application were made and so far the application has been suspended. The local councillor has been asked by the Practice to inform them of any further developments and if any patients are aware of any further applications please let the Practice Manager know.

3. LEAFLETS DISPENSER IN MAIN RECEPTION AREA.

To improve the display of leaflets it has been decided to place a leaflet dispenser near the children's play area to keep patients aware and up to date on health issues and services.

4. CANCER RESEARCH UK.

A facilitator has been working with the practice to promote the screening programmes for both bowel and breast screening and patients are encouraged to take advantage of these free facilities. Material promoting this will be in reception as well added to the TV screens.

5. PROMOTION OF PNEUMOCOCCAL AND SHINGLES VACCINES.

The pneumococcal vaccination is generally promoted around flu season and is available to patients over the age of 65 and is a one off vaccination.

Shingles is also a one off vaccine available for patients who are 70 or 78 years old as follows:

- * Anyone aged 70 years and anyone in their seventies born after 1st September 1942 who has not had the vaccine so far.
- * Anyone aged 78 years and anyone aged 79 who has missed having the vaccine so far.

If you have any queries or feedback from this newsletter please speak to member of the team at the Surgery.

Newsletter written by Sheila Try, Chair of the Patient Participation Group.

