

| SPRING 2023 |

# PATIENT NEWSLETTER



**GPS Healthcare**  
General Practice Solihull

Welcome to the GPS Healthcare newsletter!  
We're excited to present this to you and hope you find the information useful. There are links embedded in pictures and text to take you directly to further information and signposting

## COVID VACCINATIONS

Spring Booster vaccinations start from 17th April and are available to eligible patients over 75 and vulnerable, we will be in contact to book this for you.

## HRT PRESCRIPTION PREPAYMENT CERTIFICATE

HRT PPC now available to reduce the cost of HRT medicines. On 1 April 2023, the Department of Health and Social Care (DHSC) has introduced a new Prescription Prepayment Certificate (PPC) to reduce the cost of hormone replacement therapy (HRT). You could save money if you pay more than two HRT prescription charges within 12 months. The certificate will be valid for 12 months and covers an unlimited number of listed HRT medicines for the cost of two single prescription charges.

You can buy an HRT PPC online at [www.nhsbsa.nhs.uk/hrt-ppc](http://www.nhsbsa.nhs.uk/hrt-ppc) or in-person at some pharmacies. Before buying an HRT PPC, check if:

- you're eligible for free NHS prescriptions using the eligibility checker: [www.nhsbsa.nhs.uk/check](http://www.nhsbsa.nhs.uk/check)
- your medicine is covered by the HRT PPC. For a list of eligible HRT medication, visit:

[www.nhsbsa.nhs.uk/hrt-ppc-medicines](http://www.nhsbsa.nhs.uk/hrt-ppc-medicines)

- a 3 or 12 month PPC is more suitable for you. It covers all NHS prescriptions, not just HRT items. Visit: [www.nhsbsa.nhs.uk/ppc](http://www.nhsbsa.nhs.uk/ppc) It is important to check before you buy an HRT PPC as the certificate is non-refundable.

If you need help, call 0300 330 2089.

## FEATURED HEALTH FOCUS

- Stress Awareness
- HRT PPC



# Patient Participation Group News and Updates

Minutes from PPG Meetings are available for review on the GPS Healthcare website on the Patient Participation Group & Feedback

## LATEST HIGHLIGHTS

### WINTER ACCESS PROJECT

In January, we relaunched the Winter access clinic which has been running at Monkspath surgery. This has been offering additional appointments to help with the pressure on general practice and see more patients. We have seen an additional **1662** appointments through this service.

### PARK SURGERY UPDATE

You may be aware that Park Surgery has been closed since 17th March following an incident which involved a car colliding with the building. Please see below the document for information about this:

<https://www.gpshealthcare.co.uk/common/getdocument/250303>

### VILLAGE SURGERY UPDATE

There are changes to be aware of for our Village patients regarding the surgery. Please see below the document for information about this change:

<https://www.gpshealthcare.co.uk/common/getdocument/249820>

### ACTUE CARE TEAM

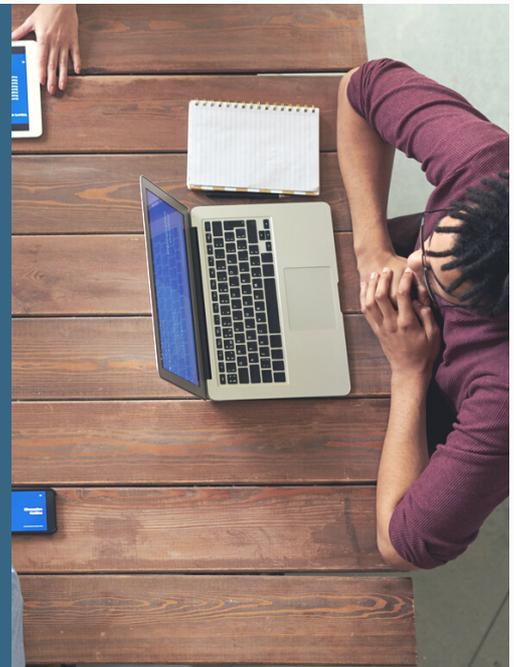
We have a team of highly professional clinicians comprising of Paramedics and Advanced Nurse Practitioners who deal with on the day care and will be based at Village Surgery, which will become the Acute Hub for GPS Healthcare.

### Would you like to join our PPG?

We would really appreciate new members within our Patient Group to support with improving and sustaining excellent patient care across GPS Healthcare. We have local PPG at our Surgeries and also a Group PPG.

We are especially keen to improve our PPG diversity. All ethnicities, disabilities and sexual and gender orientations welcome aged 18 and above. We want to hear from you and about your experience of our service. Come join us and help GPS Healthcare to improve our patient services.

**Please visit our website for more information!**



## APPOINTMENT BOOKING PROCESS

- Call our team and select the correct option for your registered surgery.
- A member of our team will ask for a brief explanation of the issue, they're not "being Nosey", they need to know details in order to book you in with the correct healthcare professional.
- A choice of telephone or face to face appointment will be offered.
- You may be directed to our acute care team at Village Surgery.
- You may be directed to our winter access service at Monkspath.

## GPSH Team Updates

Updates on team changes, new additions, promotions and farewells.

### GP PARTNERS

#### WELCOME ABOARD

Dr N Murtaza - Park Surgery

#### RETIREMENTS

Dr L Stacey - Tanworth Lane Surgery

Dr J Wilkinson - Meadowside FHC

#### FAREWELLS

Dr P Bagga - Park Surgery

Dr C Bayliss - Meadowside FHC

### NURSES & PHARMACISTS

#### WELCOME ABOARD

Louise King (Nurse) - Tanworth Lane

Ria Hateley (Nurse) - Tanworth Lane

Gail Jones (Phlebotomist) - Knowle

Alex Stansceu (Phlebotomist) - Park

Leisha O'Sullivan (Nurse) - Yew Tree

Mohamed Moghal (Pharmacist) - Meadowside

#### RETIREMENTS

Sharon Humphris (HCA) - Village

### ADMINISTRATION TEAM

A big GPSH welcome to Molly, Yee Lam, Yvonne, Kerry & Weronika we are excited to have you with us as part of our Reception Admin team!

#### SORRY TO SEE YOU GO...

Julie, we wish you all the best for the future!

### MANAGEMENT TEAM

#### SITE MANAGERS:

Paul Agyei - Tanworth Lane & Village Surgery

Sam Maddocks - Knowle Surgery & Yew Tree Medical Centre

Jane Crowley - Park Surgery & Meadowside FHC

### PCN TEAM

We are sorry to see our Care Home Coordinator Lucy go but wish her all the best with her new venture!

### TEAM DEVELOPMENTS

We are delighted to announce that our Chief Operating Officer - Simon Tunncliffe has settled in well at GPS Healthcare and brings a wide range of knowledge and skills with him. He is approachable and is happy to take any comments or suggestions.



Find out more about who's who on our website

#### *Work With Us*

To find out what Jobs and Opportunities are available within GPS Healthcare Please Check our website or NHS Jobs

# STRESS AWARENESS MONTH

[Source NHS.UK](https://www.nhs.uk)

*Stress is something everyone feels at times, and there are all kinds of stressful situations that can be a part of daily life. Low-level stress can even be helpful or motivational. There are plenty of things you can do to help cope with stressful events, and simple steps you can take to deal with feelings of stress or burnout*

The level of stress you are comfortable with may be higher or lower than that of other people around you. Stressful feelings typically happen when we feel we do not have the resources to manage the challenges we face. Pressure at work, school or home, illness, or difficult or sudden life events can all lead to stress.

## WHAT CAN I DO TO HELP REDUCE STRESS?

Try to identify the source of the stress and take control of the situation where possible to enable you to plan ahead.

- Prepare for something the evening before to save the rush the next morning
- Think about where you can schedule breaks in the week or day to do something you enjoy
- Have a regular routine as often as you can
- Take up a new hobby - Trying something new can build your confidence and help your problem solve and build emotional resilience
- Get outdoors - nature is a natural stress reliever
- Try to think positive - write down 3 positive things that happened at the end of each day
- Accept that some things are out of our control and see what can be done to manage your expectation and experience of those things

## Experiencing Burn Out?

Here are some tips to help regain control!

1. Split up big tasks
2. Allow yourself some positivity
3. Challenge unhelpful thoughts
4. Be more active
5. Talk to someone you trust
6. Plan ahead



## SIGNS OF STRESS

1. Feel overwhelmed
2. Racing thoughts or difficulty concentrating
3. Being irritable
4. Constantly worried, anxious or scared
5. Lack of self-confidence
6. Trouble sleeping or feel tired all the time
7. Avoiding things or people
8. Eating more or less than usual
9. Drinking or smoking more than usual

## RESOURCES

[NHS Every Mind Matters](#)

[Getting Active with the Better Health Workout Studio](#)

## CRISIS HELPLINES

[Shout Text](#) - 85258

[Samaritans Call](#) - 116 123

[Papyrus \(under 35\)](#) - 0800 068 41 41

# SERVICES AT GPS HEALTHCARE

## ESSENTIAL SERVICES

- Asthma
- COPD
- Coronary Heart Disease
- Diabetes
- Phlebotomy
- Cancer care

## ADDITIONAL SERVICES

- Cervical Smears
- Contraceptive Services
- Child Health Surveillance
- Maternity Services
- Minor Surgery
- Vaccinations & Immunisations

## ADDITIONAL CONTACTS & SERVICES

Click Logos for more information



Tel: 0121 788 1143  
Email: [centre@solihullcarers.org](mailto:centre@solihullcarers.org)

Tel: 0333 150 3456  
Website: [www.alzheimers.org.uk/](http://www.alzheimers.org.uk/)



Tel: 08082 787976  
Website: <http://www.casb.org.uk>

Tel: 01902 916444  
Email: [midlands@diabetes.org.uk](mailto:midlands@diabetes.org.uk)



Sexual Health Service  
Tel: 0121 237 5700  
Contact: <https://umbrellahealth.co.uk/>

## SUPPORT SERVICES

Solihull Active



Family Services



Addiction Services



Birmingham and Solihull Womens Aid



Victim Support



## PATIENT ACCESSIBILITY

If you need additional support to access information in and about the surgery please inform us on [contact.gps@nhs.net](mailto:contact.gps@nhs.net)



## HAVE YOUR SAY

We are always open to hearing about the patient experience and how we can do better. Please provide suggestions on how to improve our services, via your surgery email or the patient survey. You can also complete the friends and family test which asks our patients whether they would recommend the care received to someone in need of similar treatment or care.

**NHS** Friends & Family Test



Follow us on Social Media

