

Welcome to the Handsworth Wood Medical Centre Newsletter

Winter/Spring
2023



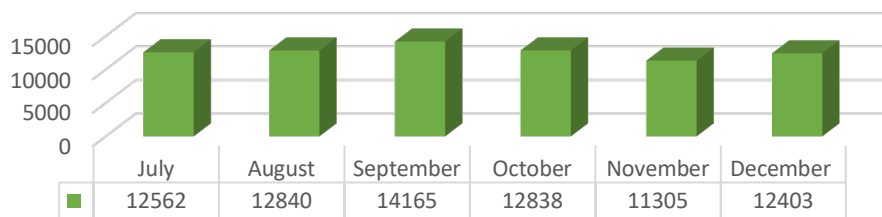
This newsletter will be our way of communicating to our patients and providing surgery updates on a regular basis and to also celebrate our news with you all!

Patient Access

Our Patient Participation Group (PPG) members carried out a survey at the surgery recently and it was highlighted that 100% of those surveyed, said their biggest concern was the ability to get an appointment.

There is a national workforce crisis within the NHS, we ourselves have had some GPs, Nurses and Reception staff leave over the last twelve months, we have also had long term staff sickness that is affecting our team. As a place of work, this affects our appointment availability, and the number of receptionists available to answer calls when the lines open at 8am. We are receiving in the region of some 1200 calls per day, and we are doing our best to provide access to health care at a time when demand is unprecedented. In addition to this we have a queue of patients (sometimes 30 deep) waiting outside the surgery when we open at 8am.

HWMC Call Data Jul - Dec 2022



New Clinical team members at HWMC

We are aware of the difficulties our patients are facing in obtaining an appointment and want to reassure you that patient access is a high priority for us.

The NHS is rolling out an expansion of aligned health professionals to support General Practice, as not all patients will need to be seen by a GP when unwell or want to discuss their long-term health needs.

We currently have appointments available with our Prescribing Advanced Nurse Practitioners, Clinical Prescribing Pharmacists, Mental Health Practitioners and Social Prescribers in support of this. In addition to this we have appointments available with our Paramedic and Musculoskeletal Practitioner. We continue to actively recruit for new staff members including new GPs, Pharmacists, Physiotherapists and Receptionists.

Planned Care

To reduce the impact on the telephones, we are striving to deliver our planned care to our patients as easily as possible.

You may have recently received a unique appointment link to your mobile phone to allow you to book your appointment at a time that is convenient for you without needing to telephone for an appointment. These messages are sent to our patients in month of birth order

Our Nursing team specialise in delivering planned care, to include Asthma reviews, Diabetic reviews, Smear tests and Immunisation clinics.

They are supported by our dedicated Healthcare Assistant team who do regular Phlebotomy sessions, BP clinics and other planned care clinics. If you would like further information on this, then please speak to our reception team.

It is important that our patients are reviewed regularly, and your support in booking your appointment promptly can help with this.

POD Service

As you may know, patients at our practice have been able to call (0121 203 2030) or email (bcicb@nhs.net) the Patient Ordering Direct (POD) service to order repeat prescriptions.

Unfortunately, we have been informed by NHS Birmingham and Solihull Integrated Care Board, that the POD service will be closing. The POD email request service will end on **31 January 2023**. Any request sent on and after 1 February 2023 to bcicb@nhs.net will not be processed.

The POD telephone request service will close on **31st March 2023**.

Options to order repeat prescriptions are as follows:

- If you have access to a smartphone, you can download the NHS App on the Apple Store or Google Play. More information is available at www.nhs.uk/nhs-app.
- Via systmoneonline and access can be given via reception

Our practice may see an increased number of calls, as the POD service is discontinued.

If you have any questions about how to order a repeat prescription at our practice, please speak to the GP practice team. If you have any concerns about the decommissioning of the POD service, please contact the Patient Experience Team at NHS Birmingham and Solihull via 0121 203 3313 or bsol.patientexperience@nhs.net.

We are grateful for your understanding and patience during this period of change.

Group sessions

We have been looking at improving patient education at the surgery by providing group sessions on various topics. Our first session was held on 3rd October 2022 and explored Asthma Techniques. We then had a session on Wednesday 11th January 2023 to explore Menopause and Women's Health.

On 20th January we also held a Mindfulness session at Handsworth Library that was organised by our social prescriber Chitra and ran by an IAPT practitioner from the Health Exchange.

Our Divisional Nurse Lead Alyson Morrison is coordinating the sessions, and these are delivered by our dedicated Nursing Team.

We have had positive feedback and if you would like further information then please speak to our reception team – please also look out for details for the next session that will be communicated in the coming months.

Meet our Pharmacists



I'm Harpreet Hayer. I joined the surgery in 2021 and have been proactively managing our care home patients. We have over 150 patients in the care homes alone. I visit the homes or speak to them every week. My role involves ensuring their medication is safely prescribed, looking after their long-term conditions as well as support them with any minor illness. As part of my work I look at stopping any unnecessary medication to reduce the pill burden for our patients. I really enjoy taking care of this group of patients as we manage them to give them the most comfortable years of their life and the dignity they deserve.



My name is Vera. My role as a pharmacist at the surgery involves talking to patients about medication, I am able to help and give advice regarding medication problems such as : the best times to take medication , side effects and any general queries relating to medicines, that will help ensure they are prescribed safely and in line with current guidance and that all relevant blood tests and monitoring are up to date. Our team of pharmacists can advise on the best treatments for conditions such as asthma, diabetes, arthritis and heart disease.



I'm Shafia and I am the pharmacy technician for Modality PCN. I work alongside 4 of the Modality practices in Birmingham. My main role is to ensure medication monitoring is kept up to date. This will ensure safe and effective prescribing of your medication, which in turn will lead to greater care and patient satisfaction.



Hi, my name is Jag, I am a Clinical Pharmacist and an Independent Prescribing Pharmacist, I have been practicing within GP surgeries now for over 3 years. In the past I have undertaken many different roles including within pharmacies, management, hospitals and care homes. Our aim is to work with the patients, GPs and pharmacies to enable smoother and more integrated care for our patients. We also are constantly reviewing processes, medications and conditions, running audits and working with colleagues to ensure medicines are prescribed and monitored safely for our patients.

I look forward to having a consultation with you where we will attempt to assess the status of your conditions and evaluate the appropriateness and effectiveness of your medications. We will also look to determine whether the prescribed medications are optimally meeting your needs and goals of care.

My name is Adeel, as a clinical pharmacist, I work on behalf of the practice looking at discharges summaries and completing prescription enquiries. I also am involved in looking after long-term conditions such as diabetes and hypertension.