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|  | Catshill Village Surgery | | April 2022 |
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| Practice news | | | |
| When the coronavirus pandemic started, we were obliged to change our way of working at Catshill Village Surgery and a lot of routine services were suspended following national guidance.  Some of these enforced changes were extremely difficult for the patients and the staff and different ways of working needed to be found. | | Life is different now, but lessons have been learned about how the services have always traditionally been provided and it has been demonstrated that different ways of working from the traditional can be beneficial.  **We would like to thank our patients for working with us during this unprecedented time adapting to the continuous changes within Primary care over the last couple of years.** | Don’t forget  There are a lot of Bank Holidays coming up  Good Friday - 15th April  Easter Monday - 18th April  Early May Bank Holiday - 2nd May  Spring Bank Holiday – 2nd June  The Queen’s Platinum Jubilee 3rd of June  Summer Bank Holiday – 29th August  The Surgery will not be open on these days but if you need medical advice while we’re closed, **please call 111**  Monday 8:00am – 6:30pm  Tuesday 8:00am – 6:30pm  Wednesday 8:00am – 6:30pm  Thursday 8:00am – 1 pm  Friday 8:00am – 6:30pm  The surgery is closed every lunch time between:  1:00pm and 2:00pm  Reception phone lines are open at 8.00am  Online access is available at all times  **Telephone No: 01527 872 426 Email:** [**catshill.surgery@nhs.net**](mailto:catshill.surgery@nhs.net) **www.catshillvillagesurgery.co.uk** |
| Hunt for a Healthier Easter in Lockdown | Livewell | | |

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| What makes the spring equinox so special? - BBC News | | | |
| STAFF NEWS | | | |
| After three and a half years with Catshill Surgery and Churchfields surgery, Dr Wallington has left. We have recruited a new female GP, Dr Tanya Daniels, in light of Dr Wallington’s departure. | | |  |
| Dr Wallington has left for a full-time job with Wychbury Medical Group in Stourbridge/Halesowen/Cradley Heath. Although he only worked on a Friday at Catshill surgery, he will be much missed by staff and patients. He is pleased that his new job will offer him more opportunities in terms of minor surgery and teaching medical students. We wish him well in his new job and every success in the future.  Dr Tanya Daniels will be working two mornings per week and all day on Fridays. She qualified from the University of Birmingham medical school in 2005, and until recently was a GP partner at Quinton Family Practice (part of Lordswood Medical Group). | Her clinical interests include diabetes, women’s health, palliative care and child health. Dr Daniels will be starting at the beginning of April, and we are excited to welcome her.  We have our own Physician Associate at the surgery – Miss Wilson is a medically trained healthcare professional, who works alongside the GPs to provide medical care. Physician Associates are a relatively new role in the NHS and are able to take a comprehensive history, then examine patients to diagnose and manage a wide range of medical conditions. Miss Wilson will have on the day and pre-bookable appointments on Mondays, Tuesdays, Thursdays and Fridays.  We also welcome Ashleigh Williams, Tina Andress and Sue Ling to the reception team. Ashleigh, Tina and Sue have had previous experience working in GP practice and we are delighted to have them join us here at Catshill Village Surgery. | | Did you know?  You can send us your feedback direct by using our website? There is a tab titled: Did you get great care?  *By submitting your feedback, you can help improve our service* |
| Asthma reviews | | Nurse’s appointments and Phlebotomy | |
| Asthma reviews have restarted at the surgery and are being completed in face-to-face appointments with our clinical pharmacist, Kathryn. Medication accounts for 25% of the NHS carbon footprint and inhalers are the biggest contributor to this. Five doses of certain types of inhalers have a large carbon footprint similar to driving eight miles in a car! Therefore, the surgery is working to help ensure you are on the most effective inhaler for your needs whilst also looking to limit the impact on the environment.  You may not be aware that most inhalers contain propellants which carry the medication into your lungs. The NHS’s initial concern some years ago was about CFCs which were phased out from the 1980s due to damaging effects on the ozone. However other, newer propellants are potent greenhouse gases. So, there is increasing pressure to change patients to ‘dry-powder’ inhalers which require an inhalation to deliver the medication to the lungs. There is also evidence that a deliberate inhalation on the part of the patient gives better distribution to where it is needed. We will continue to discuss this with patients, but please ask Kathryn, our Clinical Pharmacist, if you would like to change in order to help our environment. Dry powder inhalers don’t suit everyone!  Kim Croasdale (@KimCroasdale) / Twitter  Kathryn will also complete medication reviews for patients with chronic diseases including patients with hypertension and mental health conditions. | | All appointments in the nursing department are now up and running as normal. There is a backlog of patients requiring their routine reviews for their chronic diseases such as diabetes and asthma, but we are catching up and we intend to revert to the system whereby you have your annual review in the month of your birth.  Some of the reviews have changed slightly and may involve you having tests done before the review or you been asked to record your blood pressure readings at home.  ***Please continue to check our website for the latest news and information about our services, it may save you a call!***  urine samples  Your GP or nurse may ask you to provide a urine sample to help them diagnose or rule out certain health conditions. Urine tests are most commonly to check for infections or to see if you are passing protein, which may indicate kidney damage.  Please provide your sample in a sample container that may be collected from the surgery or purchased from a chemist. Samples will not be accepted in any other form of container.  You may drop your sample into reception, where you will be asked a few questions. This will help the clinician to diagnose a urinary tract infection and prompt early treatment.  If your sample is sent to the lab for analysis the results typically take 3-4 days.  **Please only bring urine samples if requested to do so.** | |

Travel clinics

Eating well

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| If you are planning to travel abroad this year, you may need to be vaccinated against serious infectious diseases found overseas. These may be vaccines that are not included in the UK routine vaccination programme.  Catshill Village Surgery can provide free NHS vaccinations and travel health advice, which is specific to the country you are visiting. This includes   * Diptheria, Tetanus and Polio * Hepatitis A * Typhoid * Cholera   A pre travel risk assessment form must be filled in and returned at least **8 weeks** before departure. Some vaccines need to be given well in advance to allow your body to develop immunity. This can be obtained from the surgery website. The practice nurse, Jo or Helen, will refer to the national guidelines and check the patient’s vaccination records. They will identify if any vaccines are required and if there are other risks to health, considering medical history and medication. If vaccines are required that cannot be given on the NHS, such as Yellow Fever, Japanese Encephalitis or Rabies, then it may be necessary for you to source these vaccines privately.  Some countries require certification for proof of vaccine, such Yellow Fever and Polio. It is important that you consider this before travel and allow sufficient time for arrangements to be made.  You can find out more information at <https://travelhealthpro.org.uk/>  Happy Holidays!! | | Eating a healthy, balanced diet is an important part of maintaining good health. As the Easter Bunny visits with delicious treats, eating healthy can help you feel at your best. This means eating a variety of foods in the right portions. Choose a variety of different foods from the five main food groups to get a wide range of nutrients. The lifestyle team can help you to explore extra services that may support you to improve your health, wellbeing and independence***.***  ***For more support with healthy eating,***  ***why not contact the lifestyle team on:***  ***01905 27525.***  Private work  Due to the impact the covid pandemic has had on the NHS, our hospitals have seen an increased strain to ensure service provision is met within a timely manner. We understand that some of our patients have chosen to be seen privately because of NHS delays and waiting times.  If you have decided on a private consultation and you require a private letter to support this process, please note this may take a little time to complete. Please do not request a private letter if you are not prepared to wait a reasonable time for this to be processed. There is no fee for a private referral letter, but we do need time.  To find out more about our timeframe and fees for all other private work please contact the practice where a member of the team will be able to advise you.  Virtual GP services: NHS vs private  NHS GP | |
| GP Appointments | | | |
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| We followed national guidance in March 2020 and switched to telephone first triage for all requests for GP appointments.  This involved the GP contacting the patient either by telephone, video call, text or email and if the problem could be dealt with by this remote way of contact, then it was.  If more information was needed that this remote consultation could gather, then the patient was invited for a face-to-face appointment.  ***We never stopped seeing patients face-to-face***  If for any reason you would prefer to be seen face-to-face then do say so when you phone to book the appointment. This will be taken into account but ultimately, we ask that you trust the clinical judgement of the consulting clinician as to what type of consultation is needed. Please be reassured that if you do need to be seen face-to-face then the GP will do this. | When you call us, it is particularly important that you give the receptionists the information about the reason for you requesting an appointment so that your call can be dealt with in the most efficient way.  There are presently no plans to go back to the old-style way of booking appointments  Cancel it  When demand is high it can be difficult to get a routine appointment with a doctor or nurse. When patients fail to attend for their appointments this makes things harder.  When patients are declined routine appointments because they are all booked, it is very disappointing when one of those booked appointments does not turn up and has not contacted the surgery so it can be released for someone else. | | We wanted to share a little insight into our appointment data from:  1st of January 2022 - 31st of March 2022.  Thank you to those who attended or contacted us to cancel an appointment.  Patients with multiple cancellations: 216 Total number of patients who cancelled: 700  Patients with multiple DNAs: 22 Total number of patients who DNA: 159  ***Remember – your DNA is another patient’s denied appointment, and you might be the patient needing the appointment one day.*** | |
| Catherine Adams Physiotherapy FCP Services | | | |
| FCP First Contact Physiotherapy, is a new NHS service. | | |  |
| FCP First Contact Physiotherapy, is a new NHS service in which you see a physiotherapist instead of your GP for your first appointment about your musculoskeletal condition. This service is available for patients 16 years of age and over.  The appointment will involve taking details to assess and make a diagnosis.  We will then discuss a treatment plan with you, this may be, exercises to self-manage or refer you for onward treatment to the appropriate service.  **Meet the Catherine Adams Physiotherapy Team**    **A person smiling for the camera**  A person smiling for the camera | Soft tissue injuries, sprains strains or sports injuries.  Arthritis in any joint.  Possible problems with muscles, ligaments, tendons or bones e.g., tennis elbow, carpal tunnel syndrome.  Spinal pain including lower back, mid back and neck pain.  Spinal related pain in arms or legs including nerve symptoms e.g., pins and needles or numbness.  Post orthopedic surgery.  Contact First Contact Physiotherapy directly on telephone: **07436797891**  A person smiling for the camera    *Catherine (top left), Anna (right) & Eleanor (bottom left)* | | *World Autism Awareness Day*  *2nd April 2022*  For more information please visit:  <https://www.autism.org.uk/> |