



Penn Manor **Newsletter** Summer/Autumn **2018**

Flu clinics and criteria

The walk in clinic for patients who fall in the criteria for a flu vaccination is on **Tuesday October 16th 8.30-6.30**. Please check with reception whether you are eligible for a flu jab this year. There are three different vaccinations this year, one for under 65's at risk, one for over 65 and the nasal spray for children aged 2,3 and 4 years. Please ensure you are vaccinated if eligible, it is essential for your health to be protected from flu and for those who are vulnerable around you. If you can't get to that walk in day, please speak to reception to book in.

Dementia Friendly GP Practice status



We are very proud to have been awarded the status of a Dementia Friendly GP Practice by Councillor Sandra Samuels. This means that we are trained as Dementia Friends raising our own awareness of supporting patients and their families living with Dementia and recognising early signs of Dementia in patients. We have a lot of resources in the Practice in the 'Dementia Zone' that guides you to support and services available. We are

working on our signage and making the environment more friendly for patients living with Dementia to make visiting the GP Practice less of a challenging experience. Look out for news as we continue our good work, and please ask for help if you need it.

Practice Pharmacist

We have a Clinical Pharmacist, Jo Patel, who works in the Practice 3 days a week. She has been here for many years helping us ensure we are prescribing safely for our patients. She will be helping the GP's with their medicine management freeing them up to have more time with their patients. If you have any changes or questions with regards to your medication, prescription set up and ordering or would like to sit down and organise your medications better please ask at a reception to see her.

NHS choices and Friends and Family Test

Please complete a Friends and Family test slip when you visit the surgery to give us feedback on the experience you have had dealing with the practice. You will find the FFT slips by the door to Lloyds Pharmacy. You can also complete these by text response to us and also when checking in with the patient touch screen. If you have a moment can you please leave us feedback and a rating on the NHS Choices site too. We would appreciate any feedback that helps us to continually improve our service to you all and is constructive by helping us to celebrate good practice. If you have any complaints about the service please ask at reception for a complaints procedure.

Patient Participation Group



If you are willing to join a group which is dedicated to improving the service of the Practice then we need you! Please contact Ruth Davies at the surgery for more details. Or pick up an expression of interest form and information leaflet in the reception area.

GDPR – General Data Protection Regulations 2018



There was no escaping hearing about this in May this year. It is a good thing to protect our data of course and we are striving to meet all of the new guidance to ensure this as always. Please be advised that all staff are highly vigilant about people other than the patient ringing or coming in trying to ask about patient information. If you deal with a family member/persons medication, ring for their results or generally deal with their healthcare on their behalf we need to ensure that we have written and verified consent on their records for you to do this. please do not ask someone else to manage your healthcare or ring on your behalf without consent as it will be refused. Ask reception for more information.

Month of Birth Monitoring (MOB) and the Healthcare Monitor

For those patients that come in annually for a health check and bloods for their long term conditions, we are planning on

doing something a bit different. We no longer have the staffing capacity to do all of these in house, needing the appointments for our increasing general nursing tasks. We will write to you asking for you to complete your health questionnaire as always, invite you to come and use the health monitor and collect a blood form for your blood test to be arranged. We have a healthcare monitor in the front reception area for height, weight, BMI and Blood Pressure. Please input your details on the touch screen so that the information can be stored in your records. You will also get a print out for your own records if you want. Remember to sit quietly for 5-10 minutes before taking your BP. Ask the reception girls for any help with this monitor. Your GP will review all bloods and results as always after these are completed.

CARE NAVIGATION

Why is the receptionist asking me what's wrong?



Our GP's request that each patient ringing in gives a brief description of their health related problem to the receptionist. This is to help the Clinical staff prioritise care for urgent cases and for the Receptionist to navigate the patient to the best, quickest and most efficient care or answer to a query. The reception staff are trained as Care Navigators to ensure they ask relevant questions and use their experience and knowledge to help patients at this point. This is to enhance patient choice and access as well as utilising the full clinical team. It is always better to give a brief history however

you do have the choice to refuse or to keep things personal. If this is the case the receptionist may ask you how many issues you have instead so that they are allocating you enough time. Please be assured that the whole team adhere to a strict confidentiality agreement. Care Navigating is not about the reception staff making a clinical decision or being nosy, it's about offering you the right care at the right time with the right person.

Ordering Prescriptions



CHECK YOUR MEDICATION STOCK BEFORE ORDERING, DO NOT OVER ORDER OR STOCKPILE Just a reminder for all patients please that for accuracy and capacity we do not accept telephone calls for prescription requests unless you are elderly or housebound.

You can either:

1. register with Online Patient Access
2. E-mail your request with full details to wolccg.pennmanor@nhs.net
3. Come in to the desk to order or post your order into the post box at the door or at the desk.

This is generally a 48 hour service but please make the script team aware if you have run out or are running low to ensure that you have your medication.

Did you know.....

You don't always need an appointment with a GP? For advice on coughs, colds and other minor health problems you can use your local **pharmacy** (which is free if you don't pay for your scripts and generally cheaper than a prescription charge) Also you may be able to see a **Nurse Practitioner** in the

Practice for any minor illness and conditions.

Did you know.....

For minor eye conditions there is a community self referral service called **MECS** (Minor Eye Condition Service, please ask for a leaflet from reception). Please remember that we DO NOT treat dental issues, Dentists can prescribe antibiotics and pain relief and have emergency availability if needed.

Did you know.....

For **general health** advice you can use the **NHS Choices** web site containing detailed information regarding medical conditions and self help, the full ante-natal schedule as well as detailing all GP, Hospital and Dental services in the area

Did you know.....

You can visit

<http://wolverhampton.gov.uk/oneyou> to get help, advice and support in giving up smoking,

getting healthy, losing weight, keeping you family healthy, sexual health, managing stress and much more

Did you know....

If you visit WIN (Wolverhampton Information Network) on www.wolverhampton.gov.uk/win you can find tons of info on health, financial, community, services. Have a look!

Meningitis ACWY for UNI Freshers

If you are between 17-25 and going off to Uni or going into a working environment you will need a Meningitis Vaccine. Pick up an info leaflet, check you have not had it already and if not get it booked!!

Thanks for reading this, please feel free to e-mail with any feedback or queries. For complaints please ask for the complaints procedure from the desk.

Helen Ryan - Practice Manager
Helen.ryan3@nhs.net