



Penn Manor

Wishing you all a Happy New Year

Newsletter

Spring 2019

The Practice



We have had a good year with continuity of staffing. We now have 5 permanent GP's, 4 Nurses, 1 Health Care Assistant (HCA) and an Advanced Nurse Practitioner (ANP). We are welcoming another ANP and HCA into the team in the coming weeks to develop our nursing team further and are recruiting for more GP time for you. We appreciate that it is not always possible to see your regular GP and hope that you utilise the wide variety of clinical skills we have across the team to treat your medical problems in a timely manner. Our admin team has developed with the addition of Melissa who is an apprentice but is hopefully moving into a permanent role soon and two new babies have been welcomed into the Penn Manor team by Kelly and Hayleigh.

Extended Access clinics

We are part of a group of Practices called Primary Care Services (Previously VI) that work

under the Royal Wolverhampton Hospitals Trust. As a group we are dedicated to being able to offer patients more access than the regular core hours we offer at the Practice.

Additional appointments are now available to all VI patients on weekdays from 4pm – 8pm and weekends from 8am – 2pm. Weekend appointments will be delivered from West Park Surgery and weekdays will be delivered by the following VI practices:

[Lea Road Medical Practice](#) – 01902 682222 – Monday
[Penn Manor Medical Practice](#) – 01902 575142 – Tuesday
[Ettingshall Medical Centre](#) – 01902 446788 – Wednesday
[Alfred Squire Medical Practice](#) – 01902 575000 – Thursday
[West Park Surgery](#) – 01902 422677 – Friday

If you need to book an urgent appointment during the week please contact your practice during their usual opening hours, 8am – 6.30pm.

After 6.30pm please contact the practice shown above that will be open until 8pm on the days stated.

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 Information area' that will guide 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.

Carers Support Services

If you look after anyone with ill health at home you could be classed as a carer. Please let us know if you do, as you are eligible for a health check to keep you well plus support from local agencies and specifically Wolverhampton's Carer Support Service. They can make sure you have all the support you need at home and all the services are in place to help you are your loved one. Carer Support is doing 'Pop up clinics' here at the Practice on

Tuesday 22nd Jan 1-3pm

Tuesday 23rd Feb 9.30-11.30am

NHS choices & 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. The first meeting is at the end of January but you can join at any time. We are reviewing patient/Practice communication and how to improve this.

Month of Birth Monitoring (MOB)

For those patients that come in annually for a health check and bloods for their long term conditions, we are doing something a bit different. 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

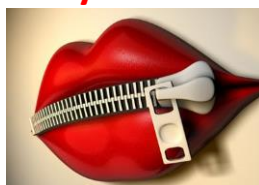
trained as Care Navigators to ensure they ask relevant questions and use their experience and knowledge to help patients at this point. This is to enhance patient choice and access as well as utilising the full clinical team. It is always better to give a brief history however you do have the choice to refuse or to keep things personal. If this is the case the receptionist may ask you how many problems 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.

Calling all young people!!



We have been accredited as a C-Card centre, which means that as long as you have a C-Card and are between 13-24 years old you can come along and collect condoms for free from reception. If you are between 15-24 years old you can collect a 'do it yourself' Chlamydia testing kit from reception, you don't have to fill anything in and won't be asked any questions. There is also a new counselling service for Wolverhampton which offers free, safe and anonymous online support to 11-19 year olds www.kooth.com

Privacy at the desk



If you wish to discuss something private at the desk with the staff please let them know and they will find a private place to talk.

GDPR – General Data Protection Regulations 2018

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. All staff maintain up to date mandatory training in this area.

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/wi> to get help, advice and support in giving up smoking, getting healthy, losing weight, keeping you family healthy, sexual health, managing stress, financial worries and much more

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
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