

# Hall Green Health

**AUGUST 2013**



## Canceling Appointments

Patients are asked to inform us if they are unable to attend so the appointment can be offered to another patient. There is an email address which can be used to cancel appointments if you are unable to get through on the telephone: [hghcancelappt@nhs.net](mailto:hghcancelappt@nhs.net)

## Reception Area

**PLASMA SCREENS:** Following feedback from the patient survey undertaken earlier this year you will have noticed that we now have the new patient calling in system installed which is playing general health promotional videos and calling patients in. We have also added our own presentations highlighting HGH services/clinics to our patient's whilst they wait in the waiting areas. We hope you like the health promotional videos. This system will also allow us to display any important messages that we need to communicate with our patients.

**FURNITURE:** Patient feedback is important to the practice and to improve the practice facilities and environment we are currently getting quotes to replace the chairs in some of the waiting areas and flooring in Same Day Surgery.

**FALLS PREVENTIONS SERVICE:** This service offered by Birmingham City Council will be based at HGH on a fortnightly basis in reception to provide free information and support to our patients if they have fallen in the own home environment or are worried of falling in the near future. Robina Iqbal will speak to patients who are over 50 to organise a home visit or to discuss how to prevent falls or reduce the effect if they have fallen. This service can provide a range of equipment such as tap turners, changing light bulbs, supplying and fitting grab rails, replacing broken concrete paving slabs, supplying and fitting banisters to stairs for free to help residents stay independent in their homes.

## Important General Practice Information

GPs are committed to provide high quality, patient-centered care. We aim to achieve this for you and your family.

We would like to work together with you to provide high quality care and involve you in choosing the right options.

The average patient consulted their practice 3.9 times per year in 1995, by 2009 this had increased to 5.5 times.

Over 1 million people have an appointment with general practice every day.

A full time GP will carry out about 10,000 consultations every year.

General practice receives less than a tenth of the NHS budget to take care of you and your family.

A full time GP in England works an average of 50 to 60 hours per week.

We are always seeking to improve our services to meet your needs but we need your help and support.



## HGH Website

We have commissioned a new design for HGH's website which will go live in the next few weeks. The new website design will hopefully be modern, easier for our patients to navigate locating our services/clinics and have relevant medical and patient information. The long term ambition for this new website is to offer patients the facility to book online appointments and order repeat prescriptions. The online booking service will be available early next year.

## EMIS Web

Over the next 6 months we are looking to migrate from our current clinical system to a new web based clinical system. The new clinical system will allow patients online access reducing phone congestion and offer the facility of online repeat prescriptions. We are proposing to change to this new system in late November and will provide further information shortly.

**We welcome your feedback!**

Comments or suggestions for future newsletters to Leena Chauhan, Communications Manager: - [l.chauhan@nhs.net](mailto:l.chauhan@nhs.net)

## Staffing Changes

We would like to congratulate Dr Damian Williams who has now joined the HGH team as a salaried doctor. Damian has been working as a locum with us for some time but is now a substantive member of the HGH team.

We are also in the process of short listing for a new partner and additional salaried doctors to join HGH to ease appointment availability. Currently we have 2 locums Dr Atif Hassan and Dr Alvin Mascarenhas working at HGH for the months of August and September, until the new doctors are able to start.

We are delighted to welcome 4 new reception staff who have joined HGH: Pamela, Jasmine, Daniela and Louise. This extra capacity will promote greater customer service and improve telephone response time.

We are also delighted to welcome 2 foundation doctors and 2 registrar doctors who will be joining the HGH team in August for a number of months.

## Achievements

A common theme of feedback received from staff and our patients is the need to improve communication. Since appointing a Communications Manager in April we have new reception signs, a range of patient information including presentations for the plasma screens in the reception areas and a new patient call in system. We are currently redesigning the practice website making it easier for patients to navigate around the site and will be offering patients in the near future to book online appointment and request repeat prescriptions. We are also working with the local infant school to help update our display boards and working with We Are B28 Forum which is a neighbourhood forum for the Hall Green Community promoting well being through creative arts. We are also looking into the costs at upgrading and re-activating the Patient Check in System and working hard on raising the profile of Hall Green Health.

## Patient Participation Group (PPG)

We have a Patient Participation Group (PPG) and are often looking to recruit new members to ensure a representative group. The PPG aims to act as the 'voice of patients', reflecting local views and opinions and thereby having a say in changes and decisions taken within the Practice.

Please let Leena Chauhan know if this is something you would be interested in joining in at Hall Green Health.

Contact: l.chauhan@nhs.net

Tel: 0121 325 5532



Patient Participation Group

## Outcomes from the last PPG Meeting 1 July 2013

We met with the PPG group in early July. We discussed the Zero tolerance Policy, the Migration to the new Clinical system, the changing NHS structure and the local impacts, the Care Quality Commission as well as introducing the new executive partner and Communications manager to the group.

Other issues that members highlighted as high concerns including dangerous parking up the side of the car park drive and as a result we have now implemented cones along the drive which has made a improved impact. We discussed patients being requested to highlight one medical problem at Same Day Surgery appointments, the phone lines and booking appointments with doctors of choice.

Please be aware if you require notes from this meeting requests can be made to kate.mansell@nhs.net

## Zero Tolerance Policy

Hall Green Health operates a "zero tolerance" policy towards threatening, intimidating or abusive behaviour and will investigate vigorously any allegations of bullying or harassment, regardless of whether the matter has been raised formally or informally. Your cooperation in enforcing this policy is appreciated.



## Contact Details

It is really important that we have up to date contact information for all our patients. Please notify reception as soon as possible, if you move house, change your home telephone number or **mobile number**.

Please let reception know of any changes to your contact details with proof of any changes.

