# Hall Green Health Winter Patient Newsletter 2014





# **Practice Closure over the Christmas period**

Please note that HGH will be closed as normal from 1pm on Wednesday 24 and 31 December and the Out of Hours services will be operating. HGH will be closed on Thursday 25, Friday 26 December and Thursday 1 January 2015. Please note Saturday extended hours will continue to run over the holiday period. When the practice is closed, please note BADGER out of hour's service will be providing cover. Badger's Telephone no is:- 0300 555 9999

Please ensure that you have requested sufficient medication to cover you over the Christmas and New Year period. Thank you

# **Health Notices Flu Vaccination**:

This is a reminder of the arrangements for the seasonal flu vaccine programme which is currently under way.

Influenza ('flu) is significantly more dangerous if you are aged 65 years or over, or if you have another illness such as asthma, diabetes, chronic bronchitis, heart, kidney or liver disease. **There are also increased risks for pregnant women**. The Department of Health has defined that patients falling into these categories are eligible for an NHS Flu Vaccination and accordingly our flu vaccination clinics have commenced in September with plentiful appointments available for eligible patients over the coming weeks. Patients are encouraged to make an appointment at reception at one of our flu clinics if you are eligible. We offer a range of appointment times including Saturday mornings.



#### **Flu Nasal Spray Vaccination:**

The flu vaccine is given as an annual nasal spray to children aged two to 17 years at a particular risk of flu and healthy children aged two, three and four years old. The practice will issue specific invitations to those parents with children who fall into this catchment. More information can be found at www.nhs.uk/child-flu.

Please note given the recent flu outbreak in a Birmingham Primary school, additional flu clinics have been added.

**Shingles Vaccination**: A vaccine to prevent shingles, a common, painful skin disease is now available on the NHS to certain people in their 70s. The shingles vaccine is given as a single injection for anyone aged 70,78 or 79. Unlike the flu jab, you'll only need to have the vaccination once. Over the coming months we will be offering Shingles vaccination to our patients routinely as part of the NHS vaccination programme for people aged 70,78 or 79 on 1 September 2014 (subject to availability).

**NHS Health Check**: We are offering NHS Health Checks to our patients aged 40-74 who do not have an ongoing health condition. Changing your lifestyle; increasing exercise, improving diet and reducing alcohol will all help towards improved health and wellbeing. Please call the dedicated line on 0121 325 5530 Monday to Friday 8:30am–17:30pm to see if you are eligible to make an appointment for your NHS Health Check.

# Patient Check-in Terminals in Reception

Thank you to all those patients who have passed on their comments. We have listened to patient feedback and are in discussions with the provider who is working closely with us to address the performance issues and improve the patient check- in speed and service.



Please note that Hall Green Health closes every Wednesday at 1pm and BADGER out of hour's service will provide cover. BADGER's Telephone no: 0300 555 9999

# Friends and Family Test:-



The Friends and Family Test (FFT) is a contractual important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

From 1 December 2014, the FFT will be available at **HGH**. The feedback gathered through the FFT is being used in NHS organisations across the country to stimulate local improvement and empower staff to carry out the sorts of changes that make a real difference to patients and their care.

# **Book Appointments and Order Repeat Prescriptions Online**

We are very pleased to announce that patients can make their routine appointment with their Doctor online as well as order repeat prescriptions. These services can be accessed via the Hall Green Health website using <u>Patient Access</u>. Patients will need to register their interest with us so that we can set up a user account and password. If you are not registered with Patient Access please see a receptionist at the Enquiries desk and they can print the information you will need to register. You cannot start using the service until you have this information and have gone through the registration process. Please make sure you bring with you one form of photographic ID, e.g. a passport or photocard driving licence. If you do not have photographic ID please speak to a receptionist at the Enquiries desk. Once you have

Electronic Prescription Service is now offered at HGH. EPS enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.

#### **Patient Partner:-**

Please note that HGH has purchased Patient Partner. Patient Partner is a system that allows our patients to book, cancel, check or change appointments at any time, night or day using their telephone. The system is a PC/Server based solution, which connects to our practice's telephone system. It also interests to the system is a PC/Server based solution.

registered there is also a Mobile App for your phone available.

grates with the clinician electronic appointment book, ensuring that it can operate in 'real time'. We are currently awaiting for an installation date and hope this system will be active from mid January 2015.



### Your Care Connected :-

Your Care Connected (YCC) is an information sharing programme which will allow NHS healthcare providers in Birmingham, Sandwell and Solihull to share specified patient information when it is required for the direct care of the patient. HGH patients will be written to by the CCG explaining the programme. Your Care Connected will enable patient information recorded by one organisation to be viewed instantly within the clinical information system of another organisation, without the need to login to a separate system. Please speak to the enquires desk for more details.

**Extended Hours**: We offer extended hours appointments for patients who cannot easily come to the surgery during normal hours for pre-arranged early morning and Saturday morning appointments. Extended hours appointments are pre-bookable only and we are unable to offer a walk-in service at these times.

