

HALL GREEN HEALTH NEWS

“WORKING TOWARDS EXCELLENCE AND INNOVATION IN PATIENT CARE”



Hall Green Health
979 Stratford Road
Hall Green
B28 8BG



Staff from all 3 Practices in the Community Care PCN at the Launch Event on Saturday 29th June at Jacey Park (next to Northbrook Group Practice)

Practice Manager Message

John Hood (Practice Manager)

As always it's a very busy time at Hall Green Health with lots of things going on. As many of you are aware we have had cameras on site filming for GP Behind Closed Doors. So far the crew have been really impressed with the practice and overwhelmed by some of your stories. We are all so grateful for your involvement so I just wanted to say a personal thank you from us all at the Practice.

One of the biggest reasons they are filming in our Practice is because of the positive changes we have made for our staff and patients. In the two years since starting as Practice Manager we have seen some big changes, and we really hope you have started to see the benefits. The feedback we have received suggests that things really are improving here at Hall Green Health. Access to appointments has improved with more appointments available during our longer opening hour and our phone waiting times have halved in 12 months by getting more patients to request an appointment through our website

Now we accept things aren't perfect and that we have some way to go but I can personally vouch for the team at HGH and can say they are working extremely hard every day to improve the services for the patients.

NEW STAFF

Dr Naveed Akhtar (male doctor)
Dr Sabba Ali (female doctor)
Sister Stephanie Moustache (Practice Nurse)
Irina Neo (Medical Secretary)
Farinaz Sadeghi (Receptionist)

STAFF AWARDS

We would like to congratulate two of our GP Partners who have both recently won awards:
Dr Masood Nazir- FRCGP- awarded fellowship in recognition of a significant contribution to medicine, and general practice in particular.
Dr Aftab Arif- CCG Clinical Director of the Year

Community Care PCN

Hall Green Health, Northbrook Group Practice and Swanswell Medical Centre have aligned as a Primary Care Network- Community Care PCN.

Primary care networks (PCN's) form a key building block of the NHS long-term plan. Bringing general practices together to work at scale to provide a wider range of services to patients and to more easily integrate with the wider health and care system.

You can find out more about PCN's by going on the following link:
<https://www.england.nhs.uk/primary-care/primary-care-networks/>

New Extended Access Service

We are now offering a New Extended Access Service within this PCN.

Hall Green Health is now the hub for Extended Access for our patient's as well as Northbrook Group Practice and Swanswell Medical Centre's patients.

The same as before these will be **prearranged appointments** during the following times:

We kicked it off with a 'summer fete' style launch event. The event was supported by West Midlands Fire Service, West Midlands Police Service, local community groups and charities alongside local crafts men and women.

Throughout the day there were various workshops held by external health care professionals on topics such as Dermatology, ENT and Dentistry.

The younger attendees were kept entertained by a face painter, bouncy castle and numerous fun games. Overall the event was attended by over 600 people and was a thoroughly enjoyable day for staff, volunteers, patients and all involved.



Day	Hours
Monday	18:30-20:00
Tuesday	18:30-20:00
Wednesday	18:30-20:00
Thursday	18:30-20:00
Friday	18:30-20:00
Saturday	09:00-13:00
Sunday	10:00-14:00

Follow us on Social Media- keep up to date with all the Hall Green Health News:

@hallgreenhealth
 @hallgreenhealth
 For visit: www.hallgreenhealth.co.uk

Walk in Bloods Service

Daily walk in bloods are now available at Hall Green Health in the morning and afternoon clinics.

Just a reminder that this is a walk in clinic so waiting times can vary.

Please check our website for updates on these clinics as they are subject to change.



Flu Season is fast approaching and we are looking forward to seeing you and protecting you against the flu.

Anyone 65 & over are able to attend our Saturday morning clinics starting from Saturday 28th September.

Please enquire at reception for our week day flu clinics which are also available.

Patient Engagement Events

Patient Coffee Mornings

The Managing Partner Dr Nazir and Practice Manager John Hood are holding a number of coffee mornings and we would love to see you there. An opportunity to engage with your local Practice to improve your local Care Services. The following dates have been confirmed and will be taking place at the Hall Green United Community Church, 609 Reddings Lane, B28 8TE:

- **Saturday 14th September**
- **Saturday 16th November**

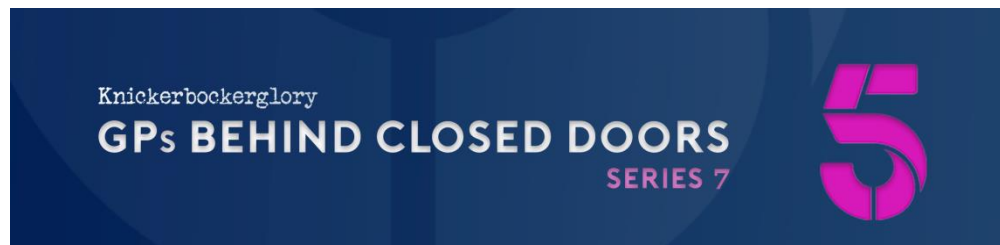
Patient Participation Group

Want to be help to improve your Practice? Why not become a member of the Hall Green Health Patient Participation Group (PPG). You can register online on our website by going to the 'Patient Group' page and filling in the registration form.

PPG Meeting Dates

The following dates have been confirmed and will be taking place at Hall Green Health Centre in Seminar Room 1 at 17:15:

- **Monday 23rd September**
- **Monday 11th November**



GPs Behind Closed Doors Series 7 comes to Hall Green Health

Rebecca Parnell (Series Producer)
August 2019

Channel 5's landmark documentary series - GPs Behind Closed Doors enters its fourteenth week filming at Hall Green Health, where they have already filmed over 650 consultations.

The series is a fixed-rig, observational documentary that follows the staff and patients across the surgery. We film in 6 of the consultation rooms, one of the treatment rooms, the minor surgery suite, reception area, waiting room and admin room, and the series aims to tell the story of life at the Hall Green Health for staff and patients alike, and to celebrate the NHS as a whole.

There is a team based in the waiting room at all times, who are responsible for ensuring everyone that enters the surgery is notified of the filming and understands what's going on. Everybody that does enter is given the choice as to whether or not they'd like to take part and there is absolutely no pressure to do so. This goes for all staff too.

The system is purely an 'opt-in' one and means we cannot film anyone in their consultation or broadcast anyone in the waiting room, without their prior written consent.

The team have been overwhelmed by the warm and enthusiastic response they have received from both the staff and patients alike, and are thrilled to have chosen this practice.

The team back in London are busy putting the first episodes together, which are already looking fantastic and look forward to sharing them with you on Channel 5, early Autumn 2019.



Louise Shale (Carer Support Lead) doing a blood pressure check on one of our carers.

Hall Green Health Carer Events

Louise Shale (Carer Support Lead)
August 2019

The first event held in Mach was to introduce the Carer Support Group and to gather information on the needs of our carers. Forward Carers were present and were able to offer advice and guidance to attendees around outside services and agencies.

Our second Event which took place in April was based around physical health and wellbeing. In attendance were two of our Health Care Assistant who carried out health checks on our carers which included things like blood pressure checks and blood tests. We also had presentations from our Social Prescribing Co-coordinator and Forward Carers UK.

Our Carers Event in May was a mental health and wellbeing event. In this event we looked at various activities that may help to improve your mental health.

We had a speaker from the Carers Trust come to do a presentation and we also did a meditation session.

The theme of our next Event in June was Dementia Awareness. This event was supported by Alzheimer's UK who did a presentation with some questions and answers, followed by a group discussion.

Our latest event in July was on Basic First Aid Skills. With consent of the carers who attended the session was filmed by GP Behind Closed Doors. The first Aid demonstration and activity was run by our Reception Manager and one of our Paramedics.

Please look out for our Next Carer Event which will be taking place September 18th. Text message reminders will be sent out to all our registered carers.