



# EVE HILL MEDICAL PRACTICE NEWSLETTER

## Did You Know?

You can now **book appointments** and **order prescriptions** online. See back of newsletter on how to access this service.

## Register to be a carer



On average there are 5.4 million people in England who provide unpaid care for a friend or family member. A carer is anyone who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, mental health problem or an addiction and cannot cope without their support. Anyone can be a carer including children, the care that a carer gives is unpaid.

Many carers don't see themselves as carers and it takes on average about 2 years to acknowledge their role as a carer, it can be difficult for carers to see their caring role as separate from the relationship they have with the person who they care for.

Cares tend to juggle their caring responsibilities with work, study and other family commitments. Some, in particular young carers, are not known to be carers and don't tell their relatives, friends or health and care professionals about their responsibilities because of a fear of separation, guilt, pride or other reasons.

The roles and responsibilities of a carer vary widely between each individual's needs. They can range from help with every day tasks such as getting out of bed, personal care or emotional support.

There are many support groups out there for carers which can offer information, advice and a range of support such as respite services, emotional support, information on financial and legal rights and specialist training courses for carers. For more information please speak to reception.

To register as a carer with the surgery please contact reception to get the appropriate form or visit [www.evehillmedicalpractice.com](http://www.evehillmedicalpractice.com). By registering as a carer with the surgery it allows us to give you any additional support you may need.



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## NHS Health Check

Eve Hill Medical Practice offers NHS health check for patients aged 40-74 years old. This is your chance to get a free 'MOT', it has been created to spot early signs and help prevent long term conditions such as Diabetes, Heart Disease, Kidney Disease, Stroke and Dementia which means you'll be more likely to enjoy a healthy life. Every year, the NHS Health Check is expected to help save 650 lives, prevent 1,600 heart attacks and strokes, prevent 4,000 people from developing diabetes, detect at least 20,000 cases of diabetes or kidney disease earlier.

It checks that some of your body's most important systems are all running smoothly. Tests like your blood pressure, cholesterol, and BMI will be checked and you will be given a breakdown of your results.

We will contact you if you are eligible for your NHS health check via text or a phone call, but if you have already had an invite and wish to get booked in for one please contact our Receptionists who are able to book you in for this.

**Free NHS Health Check**  
Helping you prevent heart disease, stroke, diabetes and kidney disease.





## ELSA Study

The ELSA study is screening children for type 1 diabetes. Children aged 3-13 years can have a simple finger stick blood test to find out their risk of developing type 1 diabetes in the future.

Type 1 diabetes is a serious condition where the blood sugar level is too high because the body cannot make a natural hormone called insulin. We all need insulin to live, it does an essential job, it allows glucose in our blood to enter our cells and fuel our bodies



The ELSA study is testing children for 4 different antibodies (blood markers), as the number of antibodies a child has increases, this increases their risk of developing type 1 diabetes in the future. The ELSA study helps:



- Stop children from becoming too unwell by starting treatment sooner
  - Offers further research studies that monitor childrens risk over time
  - Offers trials for treatment's which may delay the start of type 1 diabetes
- We are currently running an ELSA study clinic along side our pre school booster immunisations (3yr), if you wish to consent for your child to be a part of this study please contact the surgery or visit [www.elsadiabetes.nhs.uk](http://www.elsadiabetes.nhs.uk)

## Patient Participation Group

Our patient participation group (PPG) will be held in the surgery on **Tuesday 16th May 2023 at 7pm**. It is a meeting that was created in 2005 to help advise the practice on things which are important to help improve our surgery and the service we provide to our patients. It is held periodically and is also your opportunity as a patient to talk about any thoughts or ideas you had about the general running of the surgery. Anyone is welcome to join the meeting and it is a great opportunity however there is no obligation to attend.



## Cervical Screening

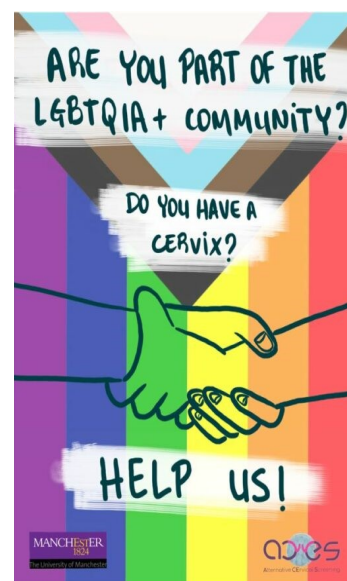
**Did you know 1 in 20 cervical tests shows some abnormal changes in the cells of the cervix?**

A cervical screening test (also known as a smear test) is a method of detecting abnormal cells on the cervix, the screening isn't to test for cancer, it's to check the health of the cells of the cervix. Most women's test results show that everything is normal, but for around 1 in 20 woman the test shows some abnormal changes. Most of these

changes won't lead to cervical cancer and the cells may go back to normal on their own. However, in some cases the abnormal cells need to be removed so they can't become cancerous.

All women who are registered with a GP practice will be invited for cervical screening from the age of 25. Women aged between 25 and 49 will be invited every 3 years, women aged between 50 and 64 will be invited every 5 years and women aged 65 and over will only be invited if the previous results were abnormal.

Your invite will come through to the post from the cervical screening program asking you to book in your smear test with your GP, they will send 2 invites before your GP surgery will send the 3rd and final invite. Trans men (assigned female at birth) do not receive invitations if registered as a male with their GP, but are still entitled to screening if they have a cervix. Please contact reception to book in for your smear test





### Hayfever



Hayfever affects up to one in five people at some point in their lives, it is a common allergic reaction to pollen which can cause the following symptoms:

- Sneezing
- Runny nose
- Itchy eyes

Pollen is released as part of a plants reproductive cycle , it is a fine powder that contains proteins that cause the nose, eyes, throat and sinuses to becomes swollen, irritated and inflamed. Unfortunately there is currently no cure for hayfever however the symptoms can be somewhat be relieved with certain treatments

Hayfever can be treated at home some tips to help with hay fever are:

- Shower and change clothes after you've been outside
- Put Vaseline around your nostrils to trap pollen
- Keep windows and doors shut as much as possible

Speak to your pharmacist if you are experiencing hayfever as they can give advice and suggest treatments to help alleviate symptoms.



### Preparing for you appointment

Whether you are here to see the GP, Nurse or Health Care Assistant there are a few things you can prepare in advance to help you and the clinician get the most out of your appointment.

Making notes of what you want to discuss or need to tell your Doctor in your appointment is a good way to get the most out of your appointment. Things you could include in your list are:

- Writing down 2-3 important questions
- List all the medication you are currently taking
- Details of your symptoms and when they started
- Asking reception for an interpreter when making the appointment

Do not be afraid to ask questions during your appointment about things you find unclear. You could also take a trusted friend and family member to the appointment with you for support.



*Please make sure that you keep us up to date with your mobile number as we do send out text message reminders.*



## Spring Bank Holiday's

We will be closed:

**Monday 1st May**

**Monday 8th May**

**Monday 29th May**

If you require medical assistant which you feel cannot wait whilst the practice is closed for the bank holiday, please call 111 if you need medical assistance during these dates or if it is life threatening situation please call 999.



## Help Us Become Paper Free!!

We here at Eve Hill Medical practice are trying to reduce the amount of paper we are using to help be more environmentally friendly. This means we will be choosing more paper free options where appropriate. Please help us in doing this by keeping us up to date with your contact details.







### Opening Times

Monday to Friday  
8:00am - 6:30pm  
Closed Saturday and Sunday

### Extended Hours

Monday and Thursday  
6:30pm - 8:00pm

### Contact Details

Phone: 01384 254423  
Email: bcicb.evehill@nhs.net  
Website: www.evehillmedicalpractice.com

**OUR LINES OPEN AT 8:00AM**



### Making an appointment

We offer 24 hour advanced access. To make an appointment with the doctor, call the surgery on 01384 254423 after 8.00am.

You will be offered an appointment for the same working day. On a Monday pre-bookable appointments open up for throughout the week, these are at a limited number. There will be a choice of doctors according to whom is on duty that day. If you prefer to be seen by a particular doctor, you may be asked to call back on another day. You can pre-book appointments with the practice nurse more than 48 hours in advance.

### Prescriptions

#### Please allow 48 hours or two working days for prescriptions.

Please be aware that we no longer take orders for prescriptions over the phone. You can now order your prescriptions through the post, our online ordering system service, the drop box located in the surgery or through your pharmacy. If you are unsure of any of these methods please ask our receptionists for help.

Our doctors are Dr Smart (Female), Dr Desai (Male), Dr Martin (Female) and Dr Shukla (Male) who are our partner GP's. Dr Oloidi (Male), and Dr Davies (Female) are our salaried GP's. Dr Abideen (male), Dr Al-Atrackchi (male) and Dr Narty (male) are our current GP Registrar (GP's in training).

We also have 2 nurses working in the practice, Jackie Jones and Vanessa Bond as well as Donna George our Healthcare Assistant. Kira is our trainee Nurse Associate and our Research Nurse is Andrea.

Kelly Houseman is our Practice Manager. Karen Webb is our Assistant Practice Manager and Kimberley is our Administration/IT Manager.

The GP's secretary is Kim. The LTC administrator is Grace. Reception Team Leader is Helen. Patient services team is Paige, Beth, Rachel, and apprentices for that team are Ella, Demi and Sam

The clinical admin team is Vicki, Beth and Brandon. Apprentice administrator is Sam

## How To Order Your Repeat Prescriptions and Book Appointments Online?

A new system has been created so that you can order your repeat prescription and book appointments online. Below are the instructions on how to start using the online system:

1. Collect a form from the surgery at reception. Along with this form you will need two forms of identification, one of the forms of identification must be a photo ID such as Passport, Driving License or College ID badge. In some cases you may not be able to provide us with two forms of identification and in this case you will need to see one of our reception staff.
2. Once the form and two forms of identification has been submitted back to the surgery then there will be a 48 hour process.
3. After the 48 hours you will receive an email with your Pin and ID number which allows you to set-up your account, you will be able to come and collect a letter with your Pin number and ID number which will allow you to set up the account. You will need to bring a form of identification again when collecting the information. Alternatively you can ask for the Pin number to be emailed to your personal email account. when completing the registration form.

**Don't forget you can only order what is on your repeat prescription!**

## A Few Helpful Contacts

**Here are a few numbers that you may find helpful.**

Out of hours or advice:	111
Russell Hall Hospital:	01384 456 111
Mary Stevens Hospice:	01384 443 010
Citizens Advice Bureau:	03444 111 444
Age UK Dudley:	01384 354 508
Adult Social Services:	0300 555 0055
Dudley Carers Network:	01384 818 723

**Here is some websites that you may find helpful.**

NHS:	<a href="http://www.nhs.uk">www.nhs.uk</a>
Asthma UK:	<a href="http://www.asthma.org.uk/">http://www.asthma.org.uk/</a>
Diabetes UK:	<a href="http://www.diabetes.org.uk/">http://www.diabetes.org.uk/</a>
Dudley CCG:	<a href="http://www.dudleyccg.nhs.uk/">http://www.dudleyccg.nhs.uk/</a>

### In House Pharmacy Team

We are able to offer assistance with any medication related queries through our pharmacy team. You are able to discuss any problems, changes or confusions with your medication. With the help of our pharmacy team we are able to maintain safe prescribing and ensuring all prescribing is within local and national guidelines.

If you wish to speak to a pharmacist, call through to reception as normal and we can transfer you across.

