



EVE HILL MEDICAL PRACTICE NEWSLETTER

Did You Know?

You can request appointments medication and seek non urgent medical advise via our website

Pharmacy First

The Pharmacy First is a scheme to treat common (minor) ailments, that operates in participating pharmacies in the Dudley, Sandwell, Walsall and Wolverhampton area. The scheme enables patients to access medicines service without having to visit their GP, Accident and Emergency or the Walk-in centre. These items will be at a smaller cost than a prescription however if you are entitled to free prescriptions this will be part of your entitlement

When you call to make an appointment for some of the following conditions our patient service advisor will assess your health needs and may offer to make a referral to the pharmacy in the first instance as this can be a quicker and easier way for you to access treatment.

The scheme treats many minor ailments however the most common include:

- Cough
- UTI
- Constipation
- Insect bites
- Thrush
- Acne, spots or pimples
- Eczema/Dry skin
- Heartburn
- Emergency contraception (over 16s only)



Once a referral has been made, your chosen pharmacy should be in contact within a few hours to arrange a time for you to have a consultation with the duty pharmacist. If the pharmacist feels that your condition does need to be seen by a GP they will refer you back to us.



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Staff Updates

A big well done to Grace (pictured right) our Long Term Condition Administrator who has completed her training over the past few months to become our 'Cancer Champion' at the practice.

As a Cancer Champion she has been attending monthly meetings to gain knowledge and confidence to help raise awareness of different types of cancer screening and early diagnosis. She feeds back top tips and make sure that the surgery is offering best practice advice.

If you have any concerns or questions regarding your routine cancer screening please contact reception.

We also like to welcome Beki who will be joining our Patients Services team.



Have you visited our website? www.evehillmedicalpractice.com

Join the Eve Hill Medical Practice Facebook and Twitter Page - Eve Hill Medical Practice





Antibiotic resistance

Antibiotics are not routinely used to treat infections, this is because:

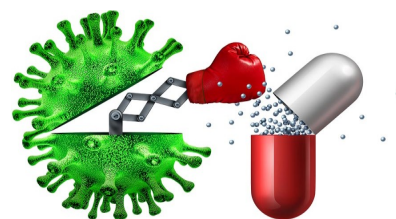
- Many infections are caused by viruses, so antibiotics are not effective
- Antibiotics are often unlikely to speed up the healing process and can cause lots of side effects
- The more antibiotics are used to treat trivial conditions, the more they are to become ineffective for treating serious conditions

Both the NHS and health organisations across the world are trying to reduce the use of antibiotics, especially for health problems that are not serious .

For Example, antibiotics are no longer routinely used to treat:

- Chest infections
- Ear infections
- Sore throats

The overuse of antibiotics in recent years means they are becoming less effective and has led to the emergence of “superbugs”. These are strains of bacteria that have developed resistance to many different types of antibiotics, these types of infections can be serious and challenging to treat, they are becoming an increasing cause of disability and death across the world. The biggest worry is that new strains of bacteria may emerge that cannot be treated by any existing antibiotics.



Patient Participation Group

Our patient participation group (PPG) will be held in the surgery on **Tuesday 19th September 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.



The NHS Forest

To celebrate the RCGPs 70th anniversary Dr Smart helped in a project called the NHS Forest, where she planted a tree in our surgery garden.

The NHS Forest is a project in the Green Space for Health Programme, the aims of this programme are:

- Improving the health and wellbeing of patients, staff and communities through improving the quality of green space and access to green space on or near NHS land.
- Greening the NHS estates by improving their biodiversity and carbon storage
- Encouraging greater social cohesion between NHS sites and the local community.



We joined 100 other practices in doing this and by doing so have collectively planted a total of 219 trees so far across the country.

For further details of this project please visit the website <http://nhsforest.org>





Summer Health

Travel Vaccinations

Many countries may require you to get vaccinated against some serious diseases found in other parts of the world. There are various vaccinations that can help protect you against infections. When travelling to other countries you should get advice at least **8 weeks** before you are due to travel as some jabs need to be given well in advance otherwise they may not be as effective in protecting you. If you feel you may need travel vaccinations please speak to reception for a travel form or alternatively you can put through the request on our Practice Website where you can submit an electronic form. All travel forms will then be risk assessed by the Practice Nurse who will then be able to tell you whether you need any travel vaccinations and any other general advice about travel health. Please note however that not all travel vaccinations are available free on the NHS even if they are recommend for travel. Alternatively, you can visit a local private travel vaccination clinic for your UK boosters and other travel vaccines.



Sun protection

It is important to look after your skin in the sun especially during summer. Sunburn doesn't just happen on holiday, you can burn just as easily in the UK, even when cloudy. Sunburn greatly increases your risk of skin cancer, you cannot rely only on sunscreen alone to protect you from the sun. wear suitable clothing and spend time in the shade when the sun is at its hottest. If you do get sunburnt you should sponge your sore skin with cool water, then apply soothing after sun or aloe Vera gel, if the sunburn is more severe or starting to blister please seek medical advice



Keeping Hydrated

Your body cannot survive without water, it makes up over half of your body and is essential for you to function properly. Water is the best choice when it comes to meeting your body's needs for fluids. However if you find plain water tough to drink just and want something tastier then squash, milk, fruit juices or teas will also top up your fluid levels. Water is used for many different processes within your body, including transporting nutri-



ents and oxygen around your body, getting rid of waste products, controlling your temperature, the function of your digestive system. Drinking enough water will also help to keep your skin clear and healthy. Dehydration is an extremely serious condition, especially in younger children, babies or the elderly. In cases of severe dehydration your body stops getting rid of waste product and you may develop complications. If you think you may be dehydrated you need to rehydrate your body by drinking fluid. For mild dehydration, drinking water may be all that is needed, its better to drink little and often rather than gulping large amounts, for severe dehydration seek urgent medical advice from your GP or Pharmacist.

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



Summer Bank Holiday

We will be closed:

Monday 28th August

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.



Lets Get Healthy Dudley

Lets get healthy Dudley is a free service helping to provide the public with relevant information and support to help make healthier lifestyle choices.

Lets get healthy can help with a wide variety of healthier lifestyle choices such as; keeping physically active, eating a healthy diet, stopping smoking, reducing alcohol consumption and getting out and about

For further information please refer to the website <https://lets-get.com>



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 same access. To make an appointment with a clinician call the surgery on 01384 254423 after 8.00am. You will be offered an appointment for the same working day. Pre-bookable appointments open up 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 patient service advisors 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 and Sam and apprentices for that team are Ella, Demi

The clinical admin team is Vicki, Beth and the apprentice for this team is Sam.

How To Order Your Repeat Prescriptions?

A new system has been created so that you can order your repeat prescription. 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 |
| Adult Social Services: | 0300 555 0055 |
| Dudley Carers Network: | 01384 818 723 |

Here is some websites that you may find helpful.

| | |
|--------------|---|
| NHS: | www.nhs.uk |
| Asthma UK: | http://www.asthma.org.uk/ |
| Diabetes UK: | http://www.diabetes.org.uk/ |
| Dudley ICB | https://blackcountry.icb.nhs.uk |

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.

