



# EVE HILL MEDICAL PRACTICE NEWSLETTER



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## Dr Smart - Change in Role

2024 is the year I celebrate 40 years' service in the NHS with 36 of them as a partner at Eve Hill (formerly Grange road for those that remember!).

At the end of March I will stand down from the partnership and am delighted that Dr Katie Davies will be joining Dr Martin and Dr Shukla as a partner, how lucky are we that such a good doctor and lovely person is joining them. I too, am very fortunate to have the opportunity to continue working as a GP at Eve Hill providing all patient services as I do now on Mondays and Tuesdays for the foreseeable future.

As so many of us know working and family responsibilities are a busy juggling act and I feel so lucky to have worked with so many fantastic clinical and non-clinical staff over the years who have made this possible. I feel honoured and privileged to have been able to share in so many important events in all of your lives (our patients) highs and lows over the years. I thank you for the doctor patient relationships we have built up and look forward to continue working with you all in my new role.



### Free Mobile Data

Free mobile data for those in need, like a food bank but for mobile data, the national databank provides free SIM cards to help people get connected. Please visit [goodthingsfoundation.org/westmids](http://goodthingsfoundation.org/westmids) for more info or scan the QR code.



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## Surgery Updates

We have had quite a few updates within the Practice over the past few months.

Firstly we would like to wish a sad farewell to Beth who had been with the surgery for 5 years after starting as an Apprentice with us, we wish her all the best in her future career she will be missed by staff and patients alike.

We would like to offer a warm welcome to our new GP registrars Dr Issa and Dr Seedahmed. However this does mean that we have to say goodbye to Dr Al-Atrakchi and Dr Singal who have now completed all of their exams and are moving onto the next stage of their career.

Paige has taken on a 6 months secondment for helping practices across the Primary Care Network set up research studies. Ella will be staying on as cover for Paige over these coming months.

Also, a big congratulations to Demi and Sam who have been taken on full time positions within their respective teams following completion of their apprenticeship's. Well done!





## Cervical Screening

Cervical Screening (a smear test) is a test to check the health of the cervix and help prevent cervical cancer. It is offered to women and people with a cervix aged 25-64. A smear test helps find any abnormal changes before they turn into cancer, it checks for a sample of cells from your cervix for a certain type of Human Papillomavirus (HPV).

HPV is a very common group of viruses which most people will get their lives. It is contracted through skin to skin contact of the genital area, not just from penetrative sex. A smear test is checking for types of HPV known as 'high risk' these types of HPV can cause Cervical Cancer, in most cases your body will get rid of HPV without any problems however in some cases it can stay in your body for a long time. If high risk HPV stays in your body they can cause changes to the cells in your cervix this can cause serious health complications.



Finding high risk HPV early means you can be monitored for abnormal cell changes which can be treated so they do not get the chance to turn into Cervical Cancer. If you do not have a high risk type of HPV it is unlikely you'll get Cervical Cancer even if you have had abnormal cell changes before.

You will be invited for your smear test 6 months before you turn 25 and then every 3 years from there until 49, from the ages of 50-64 you will be invited every 5 years and then from 65+ you will only be invited if your test was abnormal. Your first invite will be a letter through the post and you can book with us from the moment you receive this letter.

If you think you are due or need to book your smear test please contact reception who will arrange an appointment, we now also have access to Saturday appointments at High Oak Surgery.



Cervical screening



## NHS Online access

**Did you know that you can view your test results without the need for calling the practice?**

The NHS app was launched in December 2018 and is a simple and secure way to access a range of NHS health and care services on your smartphone or tablet. This includes viewing your test results, seeing hospital letters and ordering your repeat prescription without needing to speak to anyone.

The NHS app can be found on the apple store or google play store, if you need assistance in setting up this app please do not hesitate to contact reception.



See your prescriptions on the NHS App



Do more with the NHS App!



## Patient Participation Group

Our Patient Participation Group (PPG) is no longer held at just practice level. We had our first joint Primary Care Network PPG on 23rd November which was a success. Thank you to those of you who attended! The next Primary Care Network PPG will take place on Thursday 27th June 2024. More details to follow.

Our next Practice PPG date is still yet to be decided, we will be in touch with current PPG members to confirm attendance in due course. If you wish to join either of these meetings please speak to reception.



## Bank Holidays

During the Easter Period the surgery will be closed on:

**Friday 29th March 2024 (Good Friday)**

**Monday 1st April 2024 (Easter Monday)**

If you require medical assistance which you feel cannot wait whilst the Practice is closed for the bank holiday, please call 111 or if it is life threatening situation please call 999





## Measles Outbreak



### What is Measles

As you may have seen in the news recently there is currently an outbreak of Measles, particularly in the West Black Country.

Measles is an infection that spreads very easily and can cause serious problems if it spreads to other parts of the body such as the lungs or brain such as:

- Pneumonia
- Meningitis
- Blindness
- Seizures

These problems are rare but you are more at risk if you are a baby, pregnant or have a weakened immune system.

Measles usually starts with cold-like symptoms (high temp, runny nose, cough and sore watery eyes) followed by a rash a few days later, some people may even get small spots in their mouth.

You or your child are very unlikely to contract Measles if you've had both doses of the MMR vaccine or if you have had Measles before.

### How to avoid the spread of Measles.

To help reduce the spread of Measles wash your hands often with soap and water, use tissue when you cough or sneeze and throw use tissues in the bin. You should stay

Having the Measles vaccine is the best way to prevent this infection, please speak to our Reception team if you think you may need to be vaccinated or want to book your child in for the vaccines.

### How to look after yourself or child.

Measles usually starts to get better within a week and while there is no 'cure' for Measles there are some things that you can do to help if you do contract Measles:

- Rest and drink plenty fluids, such as water, to avoid dehydration
- Take paracetamol or ibuprofen to relieve a high temperature
- Use cotton wool soaked in warm water to gently remove any crust from around the eyes

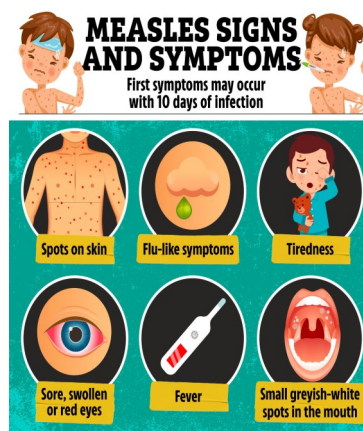
### Contact us if:

- you think you or you child may have measles
- You have been in close contact with someone who has Measles and you have not had 2 doses of the MMR vaccine.
- You have been in close contact with someone who has Measles and are pregnant

You have a weakened immune system and think you have been in contact with someone who has Measles or think you may have Measles

### Call 999 if:

- Shortness of breath
- A high temperature that does not come down after taking paracetamol or ibuprofen
- Confusion
- Seizures



#### Complications may include:

- Pneumonia
- Meningitis
- Blindness
- Seizures (fits)

Source: NHS

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





### 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 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 Issa (Female), Dr Seedahmed (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, Sam N, Ella, Demi and Rebecca

The clinical admin team is Vicki and Sam M.

## 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:	<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 ICB	<a href="https://blackcountry.icb.nhs.uk">https://blackcountry.icb.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.

