

POPLARS SURGERY NEWSLETTER



SUMMER 2024



Summer 2024

NEW In This Issue –

- Measles
- Telephone Data
- Patient Satisfaction survey
- Travel Clinic changes

MEASLES

With the recent measles outbreak, we wanted to let you know what we are doing with regards to vaccinating our patients.

Anyone born before 1970 are likely to have had all 3 injections. A vaccination can be given to this age group on request.

Anyone born after 1980 may not be protected. This group will be sent a text and can be booked in for an appointment with the nurse.

TELEPHONE DATA

The national average of calls answered in a medical practice is **43%**. Last month, the percentage of our calls answered was **88.2%**.

This means we are currently performing above the national average.

PATIENT SATISFACTION SURVEY

Thank you to all of those patients who completed a patient satisfaction survey recently. Throughout April/May we handed out 200 surveys at random. 184 of these were completed and returned to us.

73% of patients have rated Poplars Surgery as **good, very good or excellent**. More detailed results can be found in the porch.

OUR WEBSITE

Our website contains a range of information to help you in making your own choices about your healthcare, as well as providing information about our services.

Via our website, you can order your repeat prescriptions, ask our reception team a question, request to register for online services, register as a carer, request ongoing sick notes, request test results and much more.

Visit <https://www.poplarssurgery.co.uk/> and have a look around.

Make sure to **follow us** on Facebook so you can see any updates from us.

POPLARS SURGERY CONTACT DETAILS

Reception

The reception telephone line will be open between 8.15am and 6:30pm Monday to Friday. Call **0121 377 2133** and follow the prompted instructions which will direct you to the required department. Please note that between the hours of 8:15 and 10:30 we receive a higher volume of calls, we will endeavour to answer your call as soon as possible and we thank you for your patience.

Online

Poplars Surgery is available 24/7 online, visit www.poplarssurgery.co.uk to:

- Order a repeat prescription
- Get online health advice
- Find local services
- Contact Poplars Surgery
- View Patient Access
- View Poplars Surgery news
- Read Practice information
- Review Poplars Surgery

CONTACT DETAILS

It is very important that we have up to date contact number, particularly now so that the GP can contact you should you request an appointment. If you move address, please make sure that you inform us. This includes making sure that we are provided with an up to date telephone number.

GP ONLINE SERVICES

GP online services are available at Poplars Surgery to help better manage your health. These services enable patients to view part of your medical record using a computer, smartphone or tablet at a time that suits them from anywhere at any time 24/7.

If you want to register for GP online services, you will need to fill out a GP online registration form when visiting the practice. At the time of registration, you will need to show 2 forms of ID, one of which should show a passport style photo (such as UK passport or driving licence) the other should show your address (such as a council tax bill). To find out more, visit the NHS Choices website at www.nhs.uk/GPonlineservices.

ARMED FORCES VETERAN ACCREDITATION

We are now an Armed Forces Veteran friendly accredited GP practice. If you would like to know more about this, please access our website for further information.

PRACTICE BOUNDARY

You can register as a patient at the surgery if you live within our boundary area. You can access our boundary area by going onto our website and following the link:

<https://poplarsurgery.co.uk/practice-information/practice-boundary/>

If you do not have access to the internet, please pop in to the surgery where reception will be able to advise you further.

ELECTRONIC PRESCRIPTION SERVICE (EPS)

EPS is an NHS-funded service in England. It gives patients the chance to change how you receive your prescription. If you currently collect your repeat prescription from the surgery, you will not have to visit us to collect the paper prescription.

Instead it can be sent electronically to the pharmacy you choose saving you time.

PLEASE MAKE SURE YOU HAVE NOMINATED A PHARMACY SO THAT YOU DO NOT NEED TO COME INTO THE SURGERY.

You can do this by speaking to one of our reception staff or speaking to your usual pharmacist. It is very easy to change your nominated pharmacy or cancel it, just let a member of reception staff know that this is what you would like to do. For more information please visit www.nhs.uk/eps or contact the surgery.

REPEAT PRESCRIPTION REQUESTS

You can also order your repeat medication from the Poplars Surgery website by talking to reception or by sending your request to us by post (please enclose a self-addressed envelope).

When ordering your repeat prescription please make sure that you detail which items are required when ordering.

Please allow us two working days to process your request. If placing your order after 1pm, the next day will be classed as the first working day. This includes requests from the hospitals or other services; for postal requests, additional time to account for postal delays may be required.

Please avoid telephoning the surgery to check if your prescription is ready, unless specifically asked to do so. Providing you allow the allotted time (two working days), the only reason your prescription will not be ready, will be if the doctor has a query. In this case, the doctor will contact you by telephone using the number we have on your patient file.

TEST RESULTS

If you have any tests performed at the surgery (e.g. blood tests, urine tests etc), you will be given advice on how long it will take for the results to be received. Please telephone the surgery (on the main number and then option 3) after the expected received date for your results or visit reception in person.

When calling for results, please call between 11.00am and 4.00pm. Please note that due to confidentiality policies in place, results will only be given to the patient directly (unless an alternative agreement has been reached with the doctor).

TRAVEL CLINIC

We offer a travel clinic with one of our nurses on a Tuesday. You will be able to book in with the nurse for a travel consultation where she will discuss with you which vaccines are needed for your holiday destination.

Please ask at reception for a travel risk assessment questionnaire, which needs to be completed in time for your appointment. There is also a copy on our website – search “*Travel Risk Assessment*”.

Please make sure you book your vaccinations in plenty of time before you travel.

INTERPRETER SERVICE

We offer a free interpreter service for your appointment should you need one through a named provider arranged and funded by our local Clinical Commissioning Group.

We will ask you about your language requirements and communication needs at the point of registration with our practice where we will make a note of these on your records. We can arrange an interpreter for any language or for British Sign Language (BSL).

Please let us know at the time of booking your appointment that you require an interpreter so we can make the necessary arrangements.

The interpreter is present only to facilitate communication during the appointment. They will not be asked to undertake additional duties during the appointment.

If you wish for a family member or friend to act as your interpreter, then you will be required to provide us with your consent including the details of your chosen interpreter. The consent will then be noted in your records. The use of anyone under the age of 16 for interpretation is not acceptable in any circumstance other than when immediate and necessary treatment is required.

EXTENDED ACCESS TO GENERAL PRACTICE

Poplars Surgery are taking part in the extended access to general practice scheme. This means that we are offering additional doctor and nurse appointments to patients between 9.15am until 14:00pm every Saturday.

We will **not** be operating a walk-in service so patients who have a pre-booked an appointment will only be seen.

For more information, please ask at reception.

APPOINTMENT SYSTEM

Appointments can be booked by phone between 8:15am until 6:30pm Monday to Friday or by visiting the surgery and booking an appointment. 20% of all appointments are available to book up to two weeks in advance, 70% of appointments are available to be booked on the day with the remaining 10% of appointments being reserved for doctors to see patients who require review or follow up appointments.

For same day appointments it is recommended to call or visit the surgery before 9am on the required day as it is likely that the majority of appointments will be booked after this time.

MISSED APPOINTMENTS

Please inform us as soon as possible if you need to change or cancel your appointment. By missing your appointment this prevents others from receiving the booked slot.

If you are running late to your appointment, please inform us as soon as possible by telephone.

Poplars Surgery policy states that patients who fail to attend 3 appointments within a one-year period will be removed from the practice list and will need to register with a different practice.

CHAPERONES

If you would like a chaperone to be present whilst you are having an examination by a doctor or nurse, please advise the reception staff at the time of booking your appointment; if booking an appointment online please add your request in the additional notes section.

You may request a chaperone on the day of the appointment or anytime during the appointment. Doctors or nurses may also request a chaperone during any consultation or surgery.

HOME VISITS

Poplars Surgery offer home visits for patients who are unable to attend the surgery. Please call us at 8:15am and you will initially be booked for a telephone call with the GP. If the GP feels they need to see you, they will visit you at home.

Alternative NHS Services & Out of Hours Information:

Self-care/pharmacy

Self-care is the best way to treat minor illnesses and injuries. Many minor illnesses and injuries can be treated at home, by taking over the counter medications and rest. Should you wish to speak to a professional for advice on anything from coughs, colds, fever and vomiting, your local pharmacist will be able to help and advise.

GP

If you have an illness or injury that will not go away, make an appointment with one of the GP's at the surgery.

NHS 111

You can call NHS Advice Line on **111** for confidential health advice or information at any time of the day or night. Alternatively, visit www.nhs.uk which allows you to check your symptoms, check conditions and treatments, and find telephone numbers.

Out of Hours

Badger provides our out of hours cover. When the surgery is closed, if you or a member of your family feels unwell and it cannot wait until the practice re-opens, you can contact the out of hours service. Dial **0121 377 2133** and you will be given the Badger number to call.

Accident and Emergency

A&E should only ever be attended in a serious or life-threatening emergency requiring immediate attention and treatment. If any of the other options are applicable, these should be the first choice. Cases at A&E are not dealt with in the order that patients present themselves but by the seriousness of the condition. This means that if you attend A&E with a minor condition, you may have to wait for hours to be seen. Please consider others when considering being admitted to A&E as this could take critical time from doctors treating others.

District Nurses

The district nurses for Poplars Surgery are part of the Brookvale Team, to contact them please call them on **0300 555 1919**.

Health Visitors

The health visitors for Poplars Surgery are from the Erdington Central Health Visiting Team. They can be contacted on **0121 752 1877**.

HOMELESSNESS AND HEALTHCARE

Everyone has a right to healthcare. If you are or if someone you know is homeless, you are still able to register with us as a patient.

NHS England Patient Registration Guidance states that:

- Anybody in England may register and consult with a GP without charge.
- This includes asylum seekers and refugees, overseas visitors, students, people on work visas and those who are homeless, overseas visitors, whether lawfully in the UK or not.
- There is no regulatory requirement to prove identity, address or immigration status to register at a GP surgery.

We will ask you for a possible 'care of' address and contact number that might help us register you OR if you attend a day centre or other service regularly then we can take the address details for this instead. Alternatively, we can use our practice address to register you.

For more information, please ask at reception.

CARERS

Are you a Carer?

It is important that we know if you are a carer so that we can make sure you receive information, services and the help that is available to you.

If you wish to register as a carer please visit our website at:

<https://www.poplarssurgery.co.uk/navigator/register-a-carer/>

Or alternatively, let our receptionist know.

We can also provide you with one of our carer's booklets. There are two booklets; one is aimed at young carers, and another aimed at adult carers. The booklets provide general information that may be of interest to carers, as well as details of support agencies and support groups that may be able to provide help. If you would like a booklet, please ask for one at reception.

If you visit our website (<https://www.poplarssurgery.co.uk/>) and type 'Carer' into the search bar, you will find lots of information and services available to you.

You can also visit the Social Care and Support Guide page on the NHS website for more information on support and services available for you: <https://www.nhs.uk/conditions/social-care-and-support-guide/>

CANCER SCREENING

BE CLEAR ON CANCER. There are free screening services available for certain age groups to screen for cervical cancer, bowel cancer and breast cancer.

If you are within these age groups and you receive an invitation for screening, make sure that you attend! These screening programmes are essential in diagnosing cancer early; early diagnosis means early treatment. We will be writing to patients who do not attend their screening appointments.

We are trying to help promote these screening services and their importance, so please do not take offence to our letters, we are trying to help! Please note that admin delays could mean that it is possible to rebook an appointment before we receive notification of the cancellation.

SEXUAL HEALTH

Poplars Surgery offers a fully confidential service to patients, regardless of their age. Free condoms are available at the surgery, please ask your doctor or nurse during your appointment or ask at reception.

Our trained doctors and nurses can offer long acting contraception (such as implants or coils) which can be fitted at the surgery. Please arrange an appointment to see of the doctors to discuss this.

We work with Umbrella Health who provide confidential and free STI testing. For more information about how to get tested for STI's, GUM clinics and general sexual health information, visit their website www.umbrellahealth.co.uk. For general sexual health advice, and common questions answered, visit www.nhs.uk/sexualhealthtopics.

CONFIDENTIALITY

We ask for your personal information so that you can receive appropriate care and treatment. This information is recorded on our computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

However, for the effective functioning of a multi-disciplinary team it is sometimes necessary for us to share information about you between members of the team.

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All Poplars Surgery staff are trained to respect the privacy of every patient regardless of gender, age or race. Every member of staff receives confidentiality training on a regular basis, ensuring very high levels privacy and confidentiality.

DATA EXTRACTION

Changes are happening to the way in which clinical data is collected, shared and analysed. Information such as your postcode and NHS number, but not your name, will be used to link your records in a secure system. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure that the NHS can provide the best care possible for everyone.

How your information is used and shared is controlled by law and strict rules are in place to protect your privacy. Any patients who object to the use of their data for this purpose and do not wish to be a part of this information sharing scheme can opt out. Information leaflets are available for you to collect from reception if you would like more information.

FEEDBACK

Your feedback is very important to us and we always like to hear from you. Feedback can be given on the NHS Choices website www.nhs.uk or by using the Friends & Family Feedback forms on our website.

There are also feedback forms in reception that can be completed and handed in at any time.

All feedback is taken constructively in the aim to provide satisfaction to all of our patients.

In the event that you feel that you need to complain about our services, please speak to the practice manager in the first instance. Complaint forms can be obtained from reception. For information about the complaints procedure please pick up our patient leaflet found in reception or look on our website.

DISABLED ACCESS

The premises and toilet facilities on the ground floor are accessible to people with disabilities and wheelchair users. Any patient having problems accessing the surgery should ring the bell at the front door and a member of staff will offer assistance. Patients unable to use stairs to access the doctors' rooms on the upper level can see a doctor of their choice on the ground floor.

Please inform the receptionist when booking the appointment so that prior arrangements can be made. There is a hearing aid loop available on the reception desk. Please let reception staff know if there is anything that they can do to accommodate you.

PATIENT ACCESSIBILITY

Should you require this leaflet or any other surgery information in a different format or language, please ask at reception.

PATIENT PARTICIPATION GROUP (PPG)

The Patient Participation Group (PPG) is a group of volunteers who are patients of Poplars Surgery working in collaboration with GPs and surgery staff to:

- Contribute to the continuous improvement of local healthcare services
- Foster improved communication between the practice and patients
- Provide practical support to implement change at a practice level
- Respond to developments in local NHS provision

Do you want to join?

All registered patients are welcome to attend any meeting of the Patient Participation Group without giving prior notice.

If you are interested in hearing about the activities of the Patient Participation Group but cannot/do not want to attend meetings please complete the form on our website to receive newsletters and invitations to contribute to the group activities online.

<https://www.poplarssurgery.co.uk/navigator/patient-participation-group-registration/>

FACEBOOK PAGE

To view our page, please visit - <https://www.facebook.com/Poplarssurgery>

This Facebook page will be used for updates and information purposes only and is not a channel for discussing personal medical concerns, requesting prescriptions or requesting to book/cancel appointments. For any of the above we still advise you contact us via telephone (0121 377 2133) or visit our website: <https://www.poplarssurgery.co.uk/>

Make sure to **follow us** on Facebook so you can see any updates from us.

CQC

The CQC (Care Quality Commission) is the independent regulator of health and adult social care services in England. They monitor, inspect and regulate services to make sure that they meet fundamental standards of quality and safety and they publish their findings including performance ratings, to help people to choose care.

Poplars Surgery is registered with the CQC, we were inspected on Friday 21st October 2016 and rated '**GOOD**'.

The full report is published on their website www.cqc.org.uk, a link to this is also on our website.

What sort of information would you like to see in our newsletter?

Let us know via our website: <https://www.poplarssurgery.co.uk/navigator/contact-the-practice/>