



# EVE HILL MEDICAL PRACTICE NEWSLETTER



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## Best Practice Award

On Wednesday 11th October our Practice Manager, Kelly joined by Karen (Deputy Practice Manager) and Kimberley (Admin/IT Manager) attended the Best Practice Show at the NEC Birmingham which also hosted the Practice Manager Association (PMA) awards ceremony.

As part of the ceremony the Practice was shortlisted and won the Practice PMA Organisation Award for Professional Development in the Non-Clinical Workforce.

This award is for the hard work and investment we have taken in creating new teams within the non clinical workforce that focus on specific areas of the administrative tasks. The has proven to show beneficial aspects for both patients and other staff.

Well done team Eve Hill!!



## Patient Participation Group

Our Patient Participation Group (PPG) is no longer held at just practice level. It's now run jointly across the PCN. Our Care Coordinators will be in contact with patients in due course to join the PCN PPG.

We will now be holding our practice PPG every 6 months, we will be in touch with current PPG members closer to the time. If you wish to join the PPG please speak to reception.



## Veteran Friendly GP Practice

We are now an accredited Veteran friendly GP practice, this means that we aim to give the best possible care and treatment for our patients who have served in the British Armed Forces. We will ask when patients when they register and in appointments if they are a veteran and actively code this on their record.

All veterans, service leavers, non-mobilised reservists and their family members and carers can access a range of specialist healthcare and support created to provide treatment and care for many different problems. There are two main pathways offered they are:

**Op Courage** - is service within the NHS which offers support for Veterans and the families of Veterans. Some of this support includes helping transition to civilian life; support for substance misuse and mental health conditions.

**OP Restore**—is an NHS service that provides specialist care and treatment to veterans who have physical health problems as a result of their time in the armed forces

Dr Martin is our clinical lead for this programme, she has undertaken training to ensure that she has the latest knowledge on this programme and feeds this information to the rest of the team.

Please let a member of staff know if you are a Veteran so we can code this on your record.



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## What is Lymphoma?

Lymphoma is a type of blood cancer that begins in cells of the Lymph system, it develops when blood cells called Lymphocytes become abnormal. Normal Lymphocytes fight infection, they are part of the lymphatic system, this system helps protect your body from infection and disease. It is made up of fine connected to groups of small lymph nodes throughout the body.

The two main types are Hodgkin Lymphoma and Non-Hodgkin Lymphoma (NHL). Hodgkin Lymphoma can often be cured however the prognosis of NHL depends on the specific type. There are also sub-types of Lymphoma within these 2 main types however doctors can only find the type by collecting some Lymphoma cells and testing them in a laboratory.

Lymphoma is the fifth most common type of cancer in the UK but is the most common blood cancer. Around 14,000 people are diagnosed with it each year. It can affect people at any age but is more common as people get older. Most people diagnosed with NHL are aged over 55.

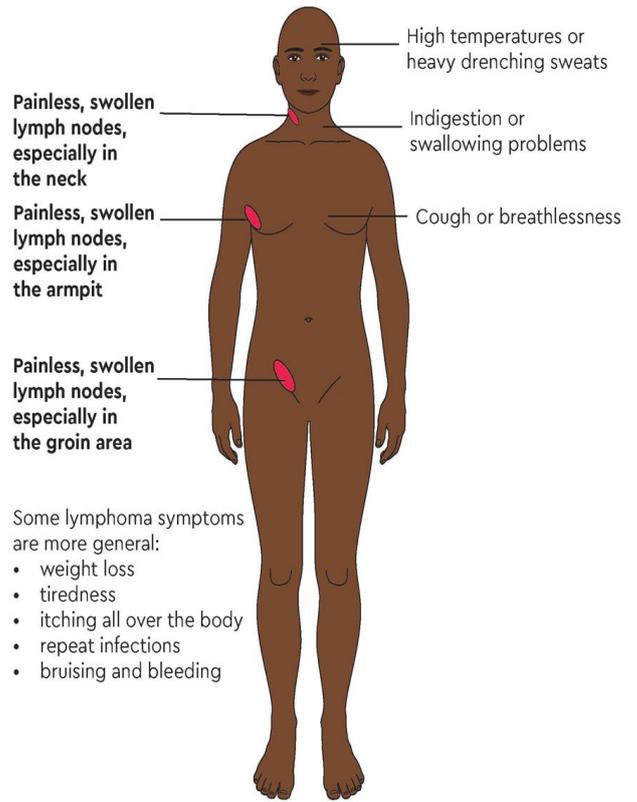
The most common symptoms of Lymphoma is:

- a painless swelling or lump in the neck, armpit or groin.
- Heavy drenching night sweats
- Unexplained high temperatures
- Unexplained weight loss
- Itching all over the body that doesn't go away

If you are experiencing any of the above symptoms please do not hesitate to contact reception so that we can book you an appointment.

Our IT/Admin Manager Kimberley has recently been raising money for Lymphoma Action by completing various charity events, her most recent of which was participating in the Spring Wolf Run on 23rd April, where she raised £1,063.25. In total she has raised an whopping amount of £2924.25 so far for this charity. Well done Kim!

If you are have been diagnosed with Lymphoma or would like to find out more information please visit [www.lymphoma-action.org.uk](http://www.lymphoma-action.org.uk)



## Contraception

Some local pharmacies are now able to issue the contraceptive pill as per the new Community Pharmacy Scheme. When you call us to start the contraceptive pill we may offer you a referral to a local pharmacy to start this.

Pease contact us if you would like a referral to the pharmacy to start the contraceptive pill.



## Flu and COVID



If you are aged 65+, pregnant, a carer, work in the care industry or clinically at risk you may be eligible for your Flu and COVID vaccinations.

By having your vaccinations it helps you and your loved ones stay protected against the nasty symptoms of these viruses including difficulty breathing, fever and fatigue.

We are currently offering the flu vaccine here at the surgery, please contact reception if you would like to have these done.





## Winter Health

As the warm weather is starting to come to an end and the colder weather is creeping in we have some advice on how to stay healthy during this winter period. Some people are more vulnerable to the effects of the cold weather this includes:

- People are aged 65 and older
- Babies and children under 5
- People on low income
- People who have a long term condition
- People with a disability
- Pregnant women
- People who have a mental health condition



Keeping warm during the winter months can help prevent common illnesses such as colds and flus, it can also help prevent more serious problems such as heart attacks, strokes, pneumonia and depression. Your home (especially the rooms you use most often) should be heated to a temperature of at least 18° c , this is particularly important if you have health conditions. It is also important to check your heating, cooking appliances and fire are safe to use before the winter comes into full force to ensure that you are able to keep warm this winter.

If you get unwell over this winter period there are many different ways to seek treatment:

- **A pharmacy**– pharmacists can give treatment for a range of minor illnesses and can tell you if you need to see a doctor.
- **NHS 111**– call 111 if you have an urgent medical problem and you are not sure what to do
- **Your GP Practice**– you are able to contact us via calling reception or submitting a form via our website.

## Jeans for Genes

On Friday 22nd of September we all wore Jeans for the day in support for Jeans for Genes week.

Jeans for Genes campaigns to raise awareness for the daily challenges faced by those living with a genetic condition and helps raise money to fund projects that help make a difference to those lives who are affected.



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



## Surgery News



During the Christmas period the surgery will be closed on:

**Monday 25th December,**

**Tuesday 26th December**

**Monday 1st January.**

If you require medical assistant 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



## Surgery News

Some of you may remember Dr Roy Walker who was a senior partner here at Eve Hill in the 1980s and 90's. Dr Walker passed away peacefully on Saturday 19th August 2023 aged 90. Our thoughts are with his family during this difficult time.

We have some new additions to our team, Becki has joined us as part of the Patient Services Team and Dr Singal has joined us as one of our GP registrars. We wish them a very warm welcome.

Some of you may have noticed that our options when calling the surgery may have changed, this is due to us having a new phone system fitted. We hope this makes your experience getting through to our Patient Services Team more streamline.





## 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 day access. To make an appointment with a clinician call the surgery on 01384 254423 after 8.00am or submit a request via our website. 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

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 Singal (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 are Paige, Sam and Becky and our Apprentices are Ella and Demi

The Clinical Admin Team are 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 Pass- port, 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 recep- tion 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 regis- tration 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 medica- tion 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.

