



# EVE HILL MEDICAL PRACTICE NEWSLETTER



Have you visited our website? [www.evehillmedicalpractice.com](http://www.evehillmedicalpractice.com) Join the Eve Hill Medical Practice Facebook and X Page - Eve Hill Medical Practice



## Appointments Pathway

Following a visit from Healthwatch Dudley in March this year, it was found that patients were unsure of the pathways of booking an appointment at the surgery. As a result of this feedback we thought it would be good to focus on this topic for this issue of our newsletter. We hope this will explain further in detail to help your understanding on the different ways you can book appointments and what to expect when making an appointment at the surgery. There are 3 ways that you can make contact with us, they are:

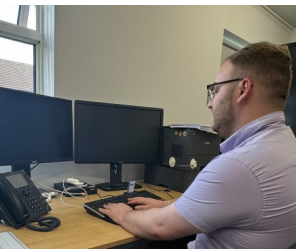
### Telephone

### Our website

### In the surgery

#### Telephone

Our phone lines are open from 8:00am-6:30pm Monday-Friday (excluding bank holidays) for all general queries/questions however as our appointments open at 8am our appointments can be booked up quickly. Please call as close to this time as possible when making an appointment. You can speak to a member of the Patient Services Team on 01384 254423.



#### Website

Our website is monitored 8:00am-4:00pm Monday-Friday (excluding bank holidays) and is a 48 hour non urgent service. Please call the surgery for any urgent queries or call 999 if this is life threatening. Our website can be used for the same queries/questions that you would call/come into surgery for. Please visit [www.evehillmedicalpractice.com](http://www.evehillmedicalpractice.com) to submit a online form.

#### Face To Face

The practice reception desk is open 8:00am-6:30pm Monday-Friday (excluding bank holidays) and is staffed at all hours of the day. You can speak to a member of the team face to face to book appointments or ask any general questions or queries.

#### The Process when you Contact

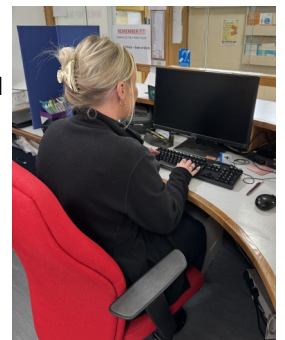
Once your query has been submitted to us whether this be verbal or written it will be assessed by a member of our team who are trained to signpost to the most appropriate service/clinician based on the details you have been provided.

We have a team of trained health care professionals who work within the Practice including Physicians Associates, Pharmacists, a First Contact Practitioner with a Musculoskeletal background, a multi-skilled Nursing Team and GP's. There are also a number of services and professionals outside of the Practice that we can refer you to without the need to be seen by a clinician.

You may also be offered a referral to the Pharmacy under the new "Pharmacy First Scheme". The person you are speaking to will create the referral for you which is sent directly to the pharmacy of your choice. The pharmacy will be in contact within a few hours to arrange an appointment with them. (Please see page 2 for more details on this scheme).

Your presenting symptoms or query may not need to be seen by anyone to be addressed and this will then be put forward to our duty GP to action or give clinical advice for you. You may also be asked to send photos of the affected area to support the clinicians assessment.

If your condition needs to be seen by a member of our team this will usually be booked as a same day appointment or as a pre-bookable appointment if available. Appointment allocation follows the same pathways whether this is by telephone, face to face or online.



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## Pharmacy First



Pharmacy First is a scheme to treat common (minor) ailment that operates in participating pharmacies across the country. The scheme enables patients to access medicine 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. Please visit <https://blackcountry.icb.nhs.uk/your-health/health-services/minor-ailment-scheme> for more information.

The scheme treats many minor ailments, please see the list of symptoms below:

Acute Cough	Cold and Flu	Ear wax	Scabies
Acute Fever	Constipation	Hay Fever	Sore Throat
Acute Bacterial Conjunctivitis	Cystitis	Heartburn/Indigestion	Sprains and strains
Acute Pain/Earache/Headache/	Diarrhoea	Headlice	Sunburn
Athletes Foot	Dry Skin (simple eczema)	Mouth Ulcers and Teething	Threadworm
Bites, Stings and Allergies	Dermatitis/Allergic type Rashes	Nappy Rash	Vaginal Thrush
Cold Sores	Earache	Oral Thrush	Warts and Verrucae

Some Participating pharmacy are also able to treat the following conditions with antibiotics if needed:

- Impetigo (1+ years)
- Sinusitis (12+ years)
- Uncomplicated UTI (Women 16-64 years)
- Sore Throat (5+ years)
- Shingles (18+ years)
- Acute Earache (1-17 years)
- Infected insect bites (1+ years)



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. Please visit <https://www.england.nhs.uk/primary-care/pharmacy/pharmacy-services/pharmacy-first/> for more information on this scheme.

## Surgery Updates

The biggest update since our last update is being the fond farewell to Dr Desai and Dr Smart retiring from the partnership. However this does give us the opportunity to welcome Dr Davies into the partnership, we are certain she will achieve just as much.



We would also like to welcome Cally, who has joined us as a Patient Services Advisor and Dr Hubble, who has joined us a GP registrar.

Dr Abideen has now completed his exams and has now qualified as a GP we wish him all the best in his future career.

## Bank Holidays

During the Spring Period the surgery will be closed on:

**Monday 6th May 2024**

**Monday 27 May 2024**

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





## Day in the life of Kay - MSK First Contact Practitioner

As a part of our newsletter we are now going to restart doing a day in the life for different members of the Eve Hill Team. This month we have chosen to do Kay our First Contact Practitioner who has a Musculoskeletal Background.

Hi my name is Kay and I am a First Contact Practitioner with a Musculoskeletal background more commonly known as a First Contact Physio. I am employed by DIHC and work across many practices in the Dudley and Netherton PCN. I work at Eve Hill on a part time basis 3 days a week (Monday, Wednesday and Thursdays) with varying finishing times of 4pm, 4:30pm and 2pm respectively. Majority of my appointments are a 30min face to face slot however I do sometimes do 15 min telephone appointments which are used to review investigations with patients.



My day usually starts with a 6am wake up time and I try to get to the surgery by 8:50am for a clinic start time of 9:00am, this allows me to check which room has been allocated to me, set up my room and make a cup of tea. The first 15 mins of my day is admin time before seeing my first patient, during this time I set up my computer which can usually take a while especially on a Monday morning! Once the computer is all loaded I open the relevant communication channels for both Eve Hill and the community physio team (CMAPS), checking for any urgent messages with need of a same day response. I love a to do list so that is my next duty of the day to help me plan out my day and to avoid forgetting anything that needs doing (this happens more commonly especially as a woman of my age!). Once my to do list is completed I have a quick flick through my patients of the day to make sure that all patients are suitable and meeting the First Contact Practitioner criteria, after confirming the eligibility of my patients I check the notes of each patient to gain a further insight on their past medical history, this includes previous diagnosis, investigations and medications.

After this I am ready to call through my first patient, as I am First Contact I am usually the first clinician a patient will see. I assess a variety of musculoskeletal conditions throughout the day of any area of the body, I will offer exercise and strengthening stretches to help ease pain and gain further mobility of the affected area. I can also request tests and scans to help gain further insight into a patients condition and make referrals to Secondary Care if need be. If me and the patient agree to it I can also ask our duty GP to prescribe pain relief if there is a need.

It is then time for my 30 minutes lunch break which unfortunately is usually a working lunch catching up with completing notes from the morning clinics, unless I take myself from the desk and have a catch up with the lovely staff of Eve Hill, forming relationships with staff can be difficult when on a part time basis especially as the First Contact Physio Service is sourced from outside of the Practice however I feel blessed and grateful that the staff at Eve Hill are approachable and friendly and inclusive which makes me feel a part of the team.

After my afternoon clinic I end with 30 minutes a day to catch up with any missed notes, discussing patients who I

feel need GP intervention or asking for help from admin staff to complete test request forms/referrals. Loading clinics onto the system to allow for pre booking of patients (they are usually on 2 weeks in advance), on a Thursday I have a weekly meeting with my manager and other First Contact Physios and the CMAPS service to help keep me abreast with new up to date news and also ask any queries/questions that I may have as well.

Once this is all completed it is time for me to call it a day and head home to my husband and 2 kids where there is even more work to be done!

## 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**, 1pm-3pm at DY1 Community Building, Stafford Street, Dudley, DY1 1RT.

Our next Practice PPG date has been arranged for **Wednesday 11th September 2024**, 6.30pm-7.30pm at the surgery. 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.



*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 Martin (Female), Dr Shukla (Male) and Dr Davies (Female) who are our partner GP's. Dr Smart (Female) and Dr Oloidi (Male) are our salaried GP's. Dr Issa (Female), Dr Seedahmed (Male), Dr Hubble (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 Deputy 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, Rebecca and Cally

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.

