



EVE HILL MEDICAL PRACTICE NEWSLETTER



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NHS App

What is the NHS app?

The NHS app is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man. Once you have verified your identity in the app you will have easy access to a growing range of health services and information.



Not all services on the NHS app are available to patients and may vary from Practice to Practice. The NHS app can be downloaded from the Apple store or Google Play store

If you need help with downloading or setting up your NHS app please speak to a member of reception who would be more than happy to help you.

What can you do on the app?

Health record

- ⇒ You can view your medical history, view test results, allergies and medicines that you are currently taking.
- ⇒ Chose to donate some of all of your organs and check your registered decision.
- ⇒ Register with Be Part of Research to help the NHS provide better care and treatment.

Prescriptions

- ⇒ Request repeat prescriptions without having to contact your GP surgery.
- ⇒ Choose a nominated pharmacy for your prescriptions to be sent to once signed.

Advice and information

- ⇒ Search symptoms and conditions with the use of the health A-Z to get advice on what to do next.
- ⇒ Check if you need urgent help and find out what to do next.
- ⇒ Search for services near you
- ⇒ Check your NHS number and manage your contact details within the NHS app.
- ⇒ You can manage your hospital appointments such as choosing your treatment provider from a list provided by your GP/referrer and see information on most of them including contact details, waiting times, distance and booking details.



Patient Participation Group

We are currently arrange a date for our next PPG meeting, if you wish to become a member please speak to a member of reception or complete or online form found on our website. We will be in touch with current PPG members to confirm attendance in due course.



Minutes of our previous meetings are held on our website:

[Patient Participation Group – Eve Hill Medical Practice](#)

Inside this issue:

TLHC	P2
RSV vaccine	P2
How too use our website	P2
Stoptober	P2
Breast screening	P2
Flu	P3



Targeted Lung Health Check

In Dudley, fewer patients are diagnosed with Lung Cancer at the early stages compared to other areas like the rest of the West Midlands and Nationally.

A new Targeted Lung Health Check (TLHC) Programme is now launching across Dudley. This national programme aims to improve survival rates and catch more cases of lung cancer early. With this programme:

- An additional 55,000 people per year could survive for five years or more after being diagnosed with cancer .
- Three out of four cancers (75%) could be detected at an early stage.

The TLHC programme is open to individuals between 55-74 years old who have ever smoked and are registered with a GP. Patients who meet this criteria will be sent a letter from InHealth to invite them to a health check. This service is scheduled to start in August 2024 and is comprised of 2 stages.

Stage one, Lung health check– in person /virtual

This includes:

- Questions about your lifestyle, breathing, family and medical history
- Height and weight measurements are recorded
- Referred for smoking cessation support

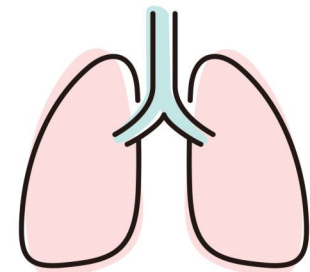
Stage two– Low dose CT scan

- Based on the outcome of the lung health check, you may be invited for a chest scan
- A low dose CT scan that takes a detailed picture of your lungs
- If the results show anything concerning you will be referred for follow up scans or treatment
- You will then receive a 24 month follow up scan

There are multiple convenient community locations where this testing will be taking place and will be offered 7 days a week 8am-8pm.



Targeted Lung Health Check Programme



RSV Vaccine



9 in 10

infants will catch respiratory syncytial virus (RSV) before the age of two.

RSV vaccination when you're pregnant is the best way to protect your baby.



The RSV vaccine helps protect against respiratory syncytial virus (RSV). RSV is a common cause of coughs and colds. Most people get it several times during their life. It usually gets better by itself, but in some people (especially babies and older adults) it can cause illnesses such as pneumonia (a lung infection) or bronchiolitis (a chest infection that affects babies).

These illnesses can cause serious breathing problems. They may need to be treated in hospital and can be life-threatening. Getting RSV can also make your symptoms worse if you have a lung condition, such as chronic obstructive pulmonary disorder (COPD). The RSV vaccine helps reduce the risk of serious breathing problems like pneumonia and bronchiolitis.

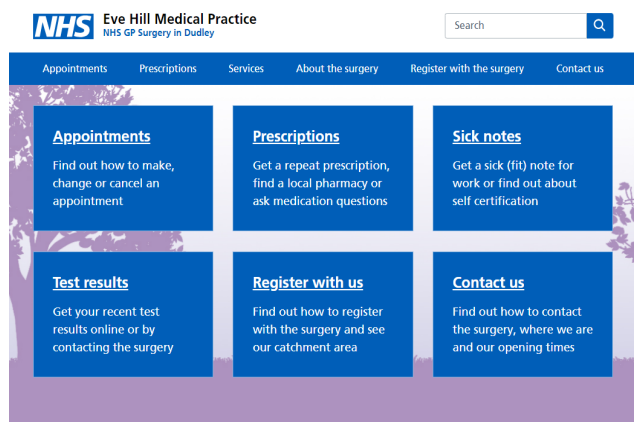
This vaccine is recommended if you are pregnant (28 weeks onwards) or aged 75-79 years old. This vaccine will be given in surgery from 01/09/2024, if you wish to book in for this please contact the surgery.



How to raise a query through Footfall

Did you know that you can use our website for a multitude of non-urgent queries that you would normally call the surgery for they include:

- Requesting an appointment with any clinician
- Ordering your prescription / prescription queries
- Any general questions or queries that you may have
- Feedback on the surgery
- Fit note requests
- Register for online access
- Application for a NHS letter pack
- Register as a patient with us
- Travel vaccines



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. Please visit www.evehillmedicalpractice.com to submit a online form.

Thoughtful Painting

One of our patients has kindly taken their own time over the last few years to paint this beautiful picture for our Healthcare Assistant Donna as a token of appreciation.

We have decided to hang this thoughtful gift on the wall in the staff only area for all staff to enjoy. I'm sure this will brighten up our days when walking past.

We are extremely grateful for the time and effort that has been put into this beautiful painting.



Breast screening

If you are a female aged between 50-71 you will shortly be called for your breast screening . You will receive a letter through the post inviting your to a clinic to have this done.

Breast screening is usually done by 1 or 2 female mammographers. You can ask them about any questions or concerns you have. You'll need to undress, in a private changing area, so you are naked from the waist up. You may be given a hospital gown to put on. You'll be called into the X-ray room and the mammographer will explain what will happen. The mammographer will place your breast onto the X-ray machine. It will be squeezed between 2 pieces of plastic to keep it still while the X-rays are taken. This takes a few seconds and you need to stay still. Your breast will be taken off of the machine afterwards. The X-ray machine will then be tilted to one side and the process will be repeated on the side of your breast. Your other breast will be X-rayed in the same way. You will then return to the changing area to get dressed. Your results will be sent to you in the post.

Flu Vaccine



Our flu campaign started at the beginning of October for this seasons vaccinations. The Flu vaccination is available every year on the NHS to protect adults (and some children) at risk of flu and its complications. It's a highly infectious disease with symptoms that come on very quickly. The most common symptoms of flu are fever, chills, headache, aches and pains in the joints and muscles, and extreme tiredness. Flu can be more severe in certain people, such as anyone aged 65 and over, Pregnant women and children and adults with an underlying health condition (particularly long-term heart or respiratory disease), children and adults with weakened immune systems.

We will be offering dedicated flu clinics some on the evening and some during the working day from the 3rd October 2024. If you fit the eligibility criteria and would like to book in for your flu vaccine please contact reception. We will continue to offer children age 2-3 years the nasal flu vaccine, you will be contracted when these vaccinations are available.



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 Gururwamy (Male), Dr Ali (Female), Dr Ashraf (Female) and Dr Aje (Female) are our current GP Registrar (GP's in training). Asim is our Physicians Associate.

We also have 3 nurses working in the practice, Michelle Hipwood (Advance Nurse Practitioner) 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 Ella. Reception Team Leader is Clare. Patient services team is Paige, Sam N, Demi, Rebecca, Cally and Vikesh is our apprentice for this team

The clinical admin team is Vicki, Sam M and Falak is our apprentice for this team

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.

