



EVE HILL MEDICAL PRACTICE NEWSLETTER



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Pharmacy Services

Did you know you can now access blood pressure checks and contraceptive pill checks at participating local pharmacies? This service allows you to access specialised care in a quick and convenient way, without needing to visit the GP surgery.

Blood Pressure Checks

Many pharmacies offer free blood pressure checks, with a professional pharmacist taking your blood pressure reading to ensure it's within a healthy range. If your blood pressure is found to be high, the pharmacy team can advise you on the next steps, which may include referral to your GP for further assessment. Regular monitoring is essential, as high blood pressure (also known as hypertension) often has no symptoms but can lead to serious health conditions like heart disease and stroke.

For patients who need more detailed monitoring, some pharmacies now offer 24-hour blood pressure monitoring. This involves wearing a special blood pressure cuff that automatically takes readings throughout the day and night, giving a fuller picture of your blood pressure over a 24-hour period. This can be particularly useful if your GP or pharmacist suspects that your blood pressure may vary at different times of the day or night. After the monitoring period, the results will be reviewed, and you will be given tailored advice on how to manage your blood pressure effectively.

Contraceptive Pill Reviews and Starts

Pharmacies are also now offering convenient contraceptive pill checks and even the ability to start contraception directly through a pharmacy consultation. If you're already on the contraceptive pill or thinking about starting it, a trained pharmacist can carry out an initial consultation to assess your suitability for contraception. They will ask a few health-related questions and review your medical history to ensure the pill is the right choice for you.

Once you've been assessed, if everything is in order, the pharmacist can prescribe a contraceptive pill on the spot, saving you time and a visit to your GP. Regular reviews of your contraceptive pill use are also available to ensure it's still the best option for you. This service is a great way to keep on top of your health in a private, convenient, and accessible way.

How to Access These Services

To take advantage of these services, simply visit your local participating pharmacy. Please contact your pharmacy ahead of time to confirm availability and any necessary preparations or please contact us so that we can make a referral ahead of your visit. If you have any questions about these services or would like more information, feel free to reach out to our practice or your local pharmacy.



Inside this issue:

Breast Screening	P2
PPG	P2
Staff updates	P2
How to raise a query	P3
Flu vaccine	P3



Breast screening

The NHS breast screening program plays a crucial role in detecting early signs of breast cancer, helping to save lives by offering early intervention. We want to ensure that our patients are well informed about the upcoming screening rounds and what they can expect.

Who Will Be Called? Women aged 50 to 70 are routinely invited for breast screening every three years. As part of the ongoing screening rounds, those within this age range will be contacted shortly to arrange an appointment at a local screening unit. It's important to note that women over 70 can still access screening but will need to request it by contacting their GP or local screening service.

What to Expect During the Appointment When you receive your invitation, you will be asked to attend a local screening clinic. The process itself is quick and straightforward. A female radiographer will take X-ray images of both breasts, called mammograms. The procedure involves gentle compression of the breasts to ensure clear images are obtained. While it may feel uncomfortable, it is generally not painful and lasts only a few moments. The results will be sent to you in writing, and if any further steps are necessary, you will be contacted directly.



We encourage all eligible women to attend their screening appointment, as it can significantly reduce the risk of dying from breast cancer through early detection. If you are unsure about your eligibility or have any questions, please don't hesitate to contact our practice.

Flu Vaccine

We are still running our flu campaign. It's a highly infectious disease with symptoms that come on very quickly. 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.

If you would like your flu vaccine and have not had it yet please contact reception to see if you are eligible.

Patient Participation Group

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 our next meeting in due course.



Minutes of our previous meetings are held on our website:

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

Staff updates

We have some important updates to share regarding changes to our team here at the practice.

Firstly, we say a heartfelt farewell to Dr. Oloidi, one of our valued salaried GPs, who has been with us for just over three years. Dr. Oloidi is starting an exciting new chapter in Canada with his family, and while we will miss him, we wish him all the very best in this new adventure. His contribution to the practice has been greatly appreciated, and we wish him continued success and happiness.

Demi, one of our patient service team members, has now gone on maternity leave. We would like to wish her and her growing family all the best. We look forward to seeing her back with us in the future!

We are also excited to welcome two new salaried GPs to the practice: Dr. Hayles and Dr. Artan. Dr. Hayles will be working with us on Thursdays and Fridays, while Dr. Artan will be with us on Tuesdays and Wednesdays. We extend the warmest of welcomes to both of them and look forward to working together as part of our dedicated team.

In addition, we have some changes to our patient services team. Paige has left the patient services team, and we thank her for her hard work and dedication during her time with us. We are pleased to introduce Amanda, who has joined the patient services team. We look forward to getting to know her and working alongside her within the team.



Understanding Your GP Practice: How Long Different Requests Take

At your local GP practice, we know that your time is valuable, and we aim to provide you with the best care possible in a timely manner. However, there are different types of requests that can vary in how long they take to process. We thought it would be helpful to explain how long you might expect to wait for different types of requests, so you know what to expect and can plan accordingly.

Booking an Appointment

- **Prebookable Appointments:** Depending on the availability of your GP or preferred healthcare professional, routine appointments may take anywhere from a few days to up to four weeks. If you require a specific time or doctor, this may impact availability.
- **Same Day Appointment:** If you need an appointment sooner due to an urgent health issue, our team will try to offer you the first available slot. In some cases, you may be offered an appointment with a different doctor or nurse in the practice if your usual GP is unavailable.

Prescription Requests

- **Repeat Prescriptions:** Once you've submitted a request for a repeat prescription, please allow 48 hours (2 full working days) for it to be processed. This allows time for your GP to review your medication needs. If you've made your request online, it may be quicker. Please note the pharmacy may take longer to dispense your prescription.

Test Results

- **Routine Test Results:** After you've had a blood test, X-ray, or other diagnostic tests, it typically takes around 5-7 working days for the results to be processed. Your GP will contact you if further action is needed, and if everything is normal, you may not hear back.
- **Urgent Test Results:** If your test results are flagged as urgent, we will do our best to contact you as soon as possible. If you have concerns about your test results, feel free to contact the practice to check the status.

Referral to a Specialist

- **Non-Urgent Referrals:** Once your GP has referred you to a specialist, it typically takes about 6-12 months to receive an appointment letter, although it can vary depending on the speciality and location.
- **Urgent Referrals:** For more urgent referrals, such as if you're suspected of having a serious condition, the process is expedited, and you should receive an appointment much sooner.

Sick Notes (Fit Notes)

- **Standard Sick Notes:** If you need a sick note for work, please allow up to 48 hours for it to be issued after your request. Your GP will ensure it's ready as soon as possible, but please note that it may take a little longer if further discussion or assessment is needed.

Letters for Insurance or Medical Purposes

- **Non-Urgent Letters:** Requests for letters for insurance, medical assessments, or other purposes are processed as time allows. These usually take around 10 working days to prepare.
- **Urgent Letters:** If you need a letter urgently for a pressing matter, please let us know at the time of your request, and we'll aim to accommodate your needs as quickly as possible.

How to Help Speed Up Your Request

To help us process your requests as quickly as possible, please remember:

- Always provide full details when making requests (e.g., specific medication name, details of the referral).
- If you need an urgent request, don't hesitate to let us know so we can prioritise it.

If you have any questions or need further assistance, don't hesitate to contact the practice.



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), Dr Artan (Male) and Dr Hayles are our salaried GP's. Dr Guruswamy (Male), Dr Mousa (Male), Dr Ashraf (Female), Dr Bashir (Female) and Dr Ng (Male) are our current GP Registrar (GP's in training). Asim is our Physicians Associate.

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 Ella. Reception Team Leader is Clare. Patient services team is Sam N, Rebecca, Cally, Amanda 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.

