

Inspected and rated

Outstanding 



# 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



## You said. We did.

You said:

You experienced delays or confusion around prescriptions and repeat requests

You said:

You wanted to feel listened to, taken seriously and given time to explain your concerns

We did:

Strengthened our internal systems so tasks go to the whole team rather than an individual person, we also reminded staff to give clearer explanations and check details carefully.

We did:

Used real patient stories in team training and encouraged all staff to focus on active listening, empathy and clearer explanations. We also introduced a new scribe assist software which helps clinicians keep accurate notes more easily

You said:

Waiting times, booking process and follow up slots weren't always clear

We did:

We've improved how we explain appointment options, especially when pre bookable slots are full, we're also working on better updates when clinics run behind.

You said:

When symptoms are worsening, some patients want quicker guidance or clearer advice.

We did:

We've improved how calls are triaged and made sure staff know when to seek clinical advice quickly. We've also added reminders about escalating concerns so you get the support you need sooner

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## Mental Health

Mental health is just as important as physical health. At some point in our lives, many of us experience challenges such as stress, anxiety, low mood, bereavement, sleep difficulties, or feeling overwhelmed. You are not alone and support is available.

As part of our commitment to improving access to care, we are pleased to let you know that we now have a dedicated **Mental Health Practitioner, Clifton**, working within the surgery team.

### How Clifton Can Help

Clifton can offer:

- Support for anxiety and low mood
- Advice on managing stress and emotional wellbeing
- Guidance following bereavement or life changes
- Signposting to local services and community support
- Short-term interventions and practical coping strategies

Having a Mental Health Practitioner based in the surgery means you can access support more quickly and in a familiar setting, working closely with your GP where needed.

### When to Seek Support

You do not need to wait until things feel overwhelming. If your mood is affecting your daily life, work, relationships, or sleep, it may be time to reach out. Early support can make a real difference.

If you would like to book an appointment with Clifton, please contact our reception team or request an appointment online. If you feel in crisis or unsafe, please seek urgent help via NHS 111 (press 2), your local crisis team on 01922 607000 or 999 in an emergency.

Your mental health matters. We are here to support you.



### Surgery Bank Holiday Hours

We will be closed on the following bank holidays:

Friday 3rd April

Monday 6th April

Monday 4th May

Monday 25th May

If you need medical advice when we are closed, please call **NHS 111**. In an emergency, always dial **999**.



### Patient Participation Group

Our next PPG meeting is yet to be decided, 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](#)





## Spring Health - Hay fever

### What Is Hay Fever?

Hay fever is an allergic reaction to pollen affecting around 1 in 5 people. Symptoms may include:

- Sneezing
- Runny or blocked nose
- Itchy, red, watery eyes
- Itchy throat, mouth, nose or ears
- Headaches or facial pressure
- Worsening asthma symptoms



### Top Tips to Reduce Symptoms

- Check daily pollen forecasts and limit outdoor activity when counts are high
- Wear wraparound sunglasses outdoors
- Shower and change clothes after being outside
- Keep windows closed during high pollen times (early morning and evening)
- Apply a small amount of petroleum jelly around the nostrils

### Treatment Options

Effective treatments are available from pharmacies:

- Non-drowsy antihistamines (e.g. cetirizine or loratadine)
- Steroid nasal sprays (start early for best effect)
- Antihistamine eye drops

### Hay Fever & Asthma

Hay fever can worsen asthma. Ensure inhalers are used correctly, attend reviews if due, and follow your asthma action plan. Seek medical advice if symptoms increase.

## Abtrace

We're excited to let our patients know that Eve Hill Medical Practice is now using Abtrace, a smart, secure tool that helps us make sure your long-term health conditions and routine checks stay up to date.

Abtrace works in the background with your GP record to highlight when things like blood tests, medication reviews, vaccinations, or long-term condition monitoring are due. This means we can contact you more proactively, helping you stay well and avoiding delays in your care.

### What does Abtrace mean for you?

- You'll receive timely reminders when you are due for important health checks
- Your reviews and monitoring will be more organised and easier to keep on track
- It supports safer, more coordinated care — especially for patients on multiple medications

You can now check the status of your routine monitoring and upcoming reviews anytime, using Abtrace's patient portal.

Abtrace has been designed specifically for NHS practices. Your information remains confidential, protected, and only used to support your care.

### Why we've introduced it?

We want to make managing your health as easy as possible. With Abtrace helping us keep track of important checks, and with you able to review your own status online, we hope this makes your care feel smoother, clearer, and more proactive.



### 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 Hubble (Male), Dr Hayles (Female) Dr Chun (Female) and Dr Ajakaiye (female) are our salaried GP's. Dr Ashraf (Female), Dr Baghania (male), Dr Mahmood (Male), Dr Jha (Female) and Dr Jones (Female) 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 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. The Patient services team is Sam N, Rebecca, Cally, Jessica, Ehsaan. Vikesh is our apprentice for this team

The Clinical Admin Team Leader is Sam M, and the Clinical Admin team is Becky and Sophia 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 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 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.

