

Hampton Surgery Spring 2015

George Fentham Community Well Being Support Worker

The surgery are pleased to announce that with the support of the Fentham Trust they have employed a Well Being Support Worker, Eve Hickman.



Working approximately 18 hours per week Eve will be working within the village to support the frail and elderly to improve the quality of their lives and consider holistically the needs of each individual she works with including health promotion, liaising with local services to ensure that patients health, financial and social needs are being met.

Are you a carer or do you have a carer who looks after you. If so please remember that the carers centre in Solihull is here to help you.

The Solihull Carers Centre provides emotional support, information, advice and assistance to those providing unpaid care. This could be for a relative, friend or other person who has a disability, is frail or has a long term illness. They support all age groups;

- Young Carers, aged 5 – 18 years or siblings of children requiring care
- Young Adult Carers, aged 18 – 24 years
- Adult Carers, aged 25 and over

Please call them on 0121 788 1143 or ask one of the doctors to refer you next time you are in surgery.

Spotlight on the PPG – Chairman – Martin Shalley



Martin was a Consultant in Accident & Emergency Medicine at Birmingham Heartlands & Solihull Hospitals for 25 years before retiring. As well being chair of the PPG he is an instructor at the local gym in Hampton for GP referred patients as part of the Docspot scheme. He also assists at the Day club run by the George Fentham Trust.

The Patient Participation Group (PPG) provides a forum for patients to discuss how healthcare works especially in General Practice but also in all other areas of health care with members of the Practice.

We would like more members to represent all groups of people using health care. We are aware we have no young people on the group. We would like to encourage anyone with particular health care issues such as mental health issues to join us.

IF YOU OR SOMEONE YOU KNOW NEED THIS NEWSLETTER TO BE MADE AVAILABLE IN A BIGGER PRINT PLEASE CONTACT THE SURGERY ON 01675 442510.

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TEXT MESSAGING SERVICE - The service from NHS England which enables the practice to text appointment reminders will shortly be removed and we will be moving to a new service which will mean a few changes to the way you receive your appointment reminders.

The new service will no longer text you as soon as your appointment is made. If you book more than 7 days in advance you will now receive a reminder text 5 days before and 24 hours before you are due to attend surgery for your appointment. If your appointment is booked less than 7 days in advance you will only receive one reminder 24 hours before your appointment.

The service will now give you the opportunity on receipt of your reminder to text back the word 'cancel' if you are no longer able to attend your appointment. It will then automatically cancel your appointment within our clinical system meaning you do not need to call the surgery by telephone. Please do not text back any other information as the iplato systems will not action or understand this.

In the long term the practice will also be able to text you to remind you about health campaigns such as the seasonal flu vaccinations.

Next time you are in the surgery please ensure that we have your correct mobile number so that you can make use of this service.

Friends & Family Test

Thanks to everyone who has already completed a card when they visited the surgery recently. This is an ongoing test introduced by NHS England in December 2014 which the practice need patients to complete regularly so that we can report back our results.

In December 2014 we had 37 responses of which 36 said it was extremely likely that they would recommend us to your friends & family.

Please continue to support the practice by completing a card each time you visit the surgery.

CQC Practice Inspection

The surgery was inspected by the CQC on the 11th November 2014. Dr Charlton, Prince and all the staff were extremely pleased with the positive way in which the visit went. We are as yet to receive our inspection report and grading from the CQC but will of course make this known when we do.

We would like to thank all the patients that completed the CQC comment cards, those patients that spoke with them on the day and the PPG for their help & support. If you wish to see the full report when it is published it can be found on the CQC Website <http://www.cqc.org.uk/>. It will also be posted on the practice website www.hamptonsurgery.co.uk

You can now book appointments, order repeat prescriptions online and access elements of your medical record online. If you wish to register for this service then please ask at reception for a registration form or visit the practice website to download a form. (Please note if you have previously registered you will need to complete a new form and show proof of ID to access your medical record). For more information please go to our website www.hamptonsurgery.co.uk – 'how do I' – 'online access'

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