**Sherwood House Patients Participation Group Newsletter**

**Spring 2018**

Care Quality Commission Rate Practice

Following a visit and the results from the 2017 GP Survey, the Care Quality Commission has rated Sherwood House as “Good”. Some the positive areas which were highlighted and which were above the national average are:

* 91% of patients were able to get an appointment to see or speak to someone
* 97% had confidence and trust in the last GP they saw or spoke to
* 75% of patients usually get to see or speak to their preferred GP
* 84% of patients would recommend this surgery to someone new to the area
* 80% of patients were satisfied with the surgery’s opening hours

Areas where the practice could improve were:

* Nurse involving patients more in decisions about their care
* Nurse explaining tests and treatments

Practice Staff Changes

Dr Fairburn, our salaried GP left in December. A New Salaried GP, Dr. Aamna Amir started on 14th February, 2018. Two new GPs in training have also joined us Dr. Zarina Syed and Dr. Deepa Patel. They will be with us till August, 2018.

Our previous practice nurses, Charlene and Karina both left in 2017. We have now appointed 2 new ones. Horiyo Hashi joined us in October 2017 and Jodie Mockble started on 4th January 2018.

We have also appointed a Physician Associate, Aliya Noreen who started with us on 31st January, 2018.



What is a Physician Associate?

Physician associates are health professionals with a postgraduate qualification who can work in a variety of healthcare settings under the supervision of a trained doctor. They originated in the United States in the 1960s as a way of providing primary care to areas of the country that did not have adequate resources. Since then the profession has grown. Around 80,000 Physician Associates work in the United States.

Physician Associates in the USA work in a variety of medical settings including family practice, surgery, psychiatry and with children.

In the UK, Physician Associates were first employed in the West Midlands working in Primary Care. They now work mainly in hospitals in a wide range of specialties, mainly general medicine, emergency departments, surgery and smaller specialties such as pediatrics or oncology.

At Sherwood House the Physician Associate will be used in normal patient consultations, particularly those where someone presents with an acute problem and needs to be seen the same day. They will see the patient, develop an agreed treatment plan. If medication needs to be prescribed they will seek advice from the GP who will be supervising them, as they are not currently able to prescribe.

Online Booking System Extended to cover Children!

The Online Booking system for GP appointments and Prescriptions is increasing in popularity with more people registering to use it. It has also been extended so that children and 16-18 year olds can register for it.

The system has been improved so that parents can now register a child for an online account which they can manage, enabling them to book appointments in the child’s own name. This avoids the practice of parents booking an appointment using their own account but wanting the child to be seen, which means doctors do not have the correct records when the patient arrives. As patients can only book one appointment at a time it enables a parent and child to have an appointment in the same period.

It is hoped that many more patients will register for this service and be able to book appointments more easily electronically at a time which is convenient to them. Please contact reception to obtain your unique number to enable you to take advantage of this useful service.

Flu Vaccine Uptake

Around 2,300 patients from this practice took advantage of having a flu jab. These numbers are similar to last year but there was a slight drop in the numbers of 16 to 64 year olds getting vaccinated.

New Service for Patients

The practice has recently agreed to use the Chaplains for Wellbeing service which is a ‘talking therapy’ confidential service funded by the NHS and is operating locally. This service is for people of all faiths and beliefs and would be particularly useful for people who are coping with the loss of a loved one, are struggling to cope with a chronic illness, or have symptoms of anxiety and depression. Referral is by your GP.

Focus on Screening

**Abdominal Aortic Aneurysm Screening**

Abdominal Aortic Aneurysm screening is a way of detecting swelling of the aorta – the mini blood vessel that runs from the heart through to the abdomen and to the rest of the body.

The NHS Central England Abdominal Aortic Aneurysm Screening Programme hosted by the vascular department at Heart of England NHS Trust provides screening to men aged 65+ within our area.

This type of swelling is more common in men aged over 65 than it is in women, so men are invited for screening in the year they turn 65. Men who have not received screening over the age of 65 can contact the programme to request a scan. For further information or to arrange an appointment please call **0121 424 3612.**

**Breast Screening**

Women over 50 are invited for breast screening every 3 years to help spot breast cancer sooner. Screening units do not offer drop-in screening on request. Invitations for screening are sent automatically to women registered with a GP. Women over 70 can make their own screening appointment through their GP or with the nearest screening unit. For missed appointments, screening over the age of 70, or not seen in the last 3 years and to ask when the van will be in the area, call:

**South Birmingham residents 0121 623 6890**

**Sandwell residents 0121 507 4967**

Next PPG Meeting Monday 19th March at 6pm