

# Hereford Medical Group

## Patient Newsletter – June 2019 – Issue 4

Every two months Hereford Medical Group publishes a patient newsletter. Through the newsletter we can update our patients on the latest developments within Hereford Medical Group and introduce you to members of our team.

### Hay fever Season is upon us!

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest. Symptoms of hay fever include: sneezing and coughing, a runny or blocked nose, itchy, red or watery eyes, itchy throat, mouth, nose and ears, loss of smell, pain around your temples and forehead headache, earache, feeling tired.

  
Don't let  
**HAY FEVER**  
ruin your day

Get your hay fever medicines from your local pharmacy at low cost

You won't need a GP appointment or prescription - just talk to your community pharmacist



If you have asthma, you might also have a tight feeling in your chest, be short of breath and have a wheeze or a cough. There's currently no cure for hay fever and you can't prevent it. But you can do things to ease your symptoms when the pollen count is high.

[Click here](#) to read more about how to treat hay fever yourself. A pharmacist can also help if you suffer from hay fever, they can offer advice and suggest the best treatments.

If you're symptoms don't improve or the medicines from the pharmacy don't help please visit Hereford Medical Group for further help and advice.

### New Building

We are very pleased to share that construction has started on the new building for Hereford Medical Group. To mark the occasion, a turf cutting ceremony, organised by Prime, was held on the site on Station Approach on Thursday 16th May. This project represents the biggest ever single investment in primary care for Herefordshire. The new building will provide a modern, fit for purpose environment for patients at Hereford Medical Group allowing us to deliver primary care in an efficient and sustainable way. We expect the new building will be ready to welcome patients in Autumn 2020. South Wye Medical Centre, Quay House Medical Centre, Bobblestock Surgery and Credenhill Surgery will remain open when the new surgery is completed. We look forward to keeping our patients updated throughout the build.



## Cervical Screening

All women aged 25 to 49 are invited for a screening test every 3 years, while those aged 50 to 64 are invited every 5 years.



### Cervical screening saves lives.

-  Women 25 and over need to be checked for changes down below.
-  Some changes can become cancer. This cancer is called cervical cancer.
-  Cervical cancer can be prevented if the changes are found early enough.
-  Take a friend, family member or carer with you to the test for support.

### Attend when invited.

worries are contributing to non-attendance.

"Please don't let unhappiness or uncertainty about your body stop you from attending what could be a life-saving test. Nurses are professionals who carry out millions of tests every year – they can play a big part in ensuring women are comfortable," he added.

If you have been invited for a cervical screening appointment please ring today to arrange one. If you can't attend in the week we may be able to offer you an appointment on a Saturday.

## Requesting Prescriptions Online



Did you know you can request prescriptions online? If you would like to register for Patient Access, please visit any of our surgeries and bring two forms of ID with you (one photographic and one to confirm your address). Our reception team will be happy to register you for this free service. Online requests go directly to your GP to action and are then sent electronically to your pharmacy (controlled drugs will be able to be sent electronically to your pharmacy from the 4<sup>th</sup> April) saving you a trip to the surgery to collect the paper prescription. It is a safer, more accurate and quicker way to manage your prescriptions that is accessible 24/7!

## Hereford Medical Group – A parkrun practice

On Saturday 1<sup>st</sup> June all GPs, and GP practices, were encouraged to take part in the GP parkrun pledge day. This day aimed to get as many GPs, GP practice staff and patients



running, jogging, walking or volunteering at their local parkrun. It celebrated the one year anniversary of the parkrun practice initiative and over 2000 GPs across the UK joined in! Dr. King, Dr. Driver and Dr. Morgan-Jones were part of the thousands of GPs who pledged to parkrun this weekend. Dave, one of our Emergency Care Practitioners, Catherine, a Physician Associate for HMG, Rebecca, Practice Nurse and Ceri, Marcia and Beth from the practice team all completed the 5k route. We also had a few mini HMG

runners come along, the youngest runner was only four years old and they wowed us with their energy and enthusiasm. The aim of being a parkrun practice is to:

- Improve the health and wellbeing of practice staff
- Improve the health and wellbeing of patients and carers, reducing the need for lifelong medication
- Raise awareness amongst the parkrun community of services that practices provide
- Contribute to the development of a local community and environment that is centred around wellness generation
- Support the UK-wide movement to scale up social prescribing activities

## Travel Appointments

Our practice nurses are available by appointment to offer medical advice regarding travel and vaccinations where appropriate. Please telephone reception to book an appointment. The nurse will produce a personalised vaccination schedule for you.



Do plan ahead! Please note that we require at least 6 weeks' notice before you travel to ensure that there is sufficient time for you to be seen and obtain the correct advice. If you're travelling sooner than this, then we are not able to guarantee that you can be seen.

If we are unable to offer you an appointment in time for your travel, then there are other places that offer travel advice and vaccinations. [Click here](#) for alternatives.



To keep up to date with all the latest information from Hereford Medical Group give our [Facebook](#) page a 'like'. Updates on the new build, times we are closed or important information about HMG are all added to our Facebook page in real time.

You can also find out more about HMG and the services we offer by visiting our website. [Click here](#) to take a look round. If you have any suggestions for anything you'd like to see on our website please email [hmg.enquiries@nhs.net](mailto:hmg.enquiries@nhs.net).

## **New posts supporting GPs in Hereford Medical Group**

The surgeries that merged to form Hereford Medical Group did this to create innovative and sustainable primary care services for our patients. Prior to merging there were more than four vacancies for GPs across the 5 joining practices, some of which had been vacant for more than 12 months. The key purpose in merging was to be able to continue to provide a service to our patients and, because of ongoing GP shortages nationally, without merging two of the five surgeries would now be closed.

As a larger GP practice HMG have been successful in recruiting 3 new GPs since July 2018.

In addition, the merger has allowed us to extend the use of other healthcare professionals which support the GP team including Nurse Practitioners and Physicians Associates who



see patients with minor illnesses and Emergency Care Practitioners who are able to do home visits for patients unable to attend the surgery.

One further exciting development is the employment of 3 mental health nurses. At Hereford Medical Group we recognise that many of the patients who contact us for appointments are needing support with their mental health. In the coming months, these patients will first have the opportunity to speak to an experienced Mental Health Nurse who can assess and treat the patient or arrange further follow up as needed. This will allow us to offer some more GP routine appointments.

The merger has allowed us to not only continue providing a service for some patients but also create new, patient focused roles and services.

There will be more information about these roles on our website.

**In each issue of our newsletter we will introduce different members of the HMG team - this month it's Dr. Chataway and Vicky...**



Hi, I am Fiona Chataway, a GP Partner in HMG. Prior to the merger I was a partner at Sarum House Surgery which I joined in 2001 when I moved to Hereford. I originally come from Dorset and studied for my medical degree in London. After qualifying as a doctor I returned to Dorset and trained in hospital medicine. I obtained my membership of the Royal College of Physicians before moving from hospital medicine into General Practice.

I have a special interest in dermatology and women's health. I am also the HMG safeguarding lead and work closely with our new safeguarding officer Vicky O'Donnell and safeguarding manager Marcia Martin. We are very fortunate to have this new team protecting the most vulnerable patients at HMG, both children and adults.

I have really enjoyed working in our new HMG practice getting to know and work with lots of new staff. I am proud of how we have managed to achieve so much since July last year. I am looking forward to moving into our new building next year and being together will make things much easier.

Outside of work I enjoy walking my two terriers, Midge and Barney, in the beautiful Herefordshire countryside. As a family we have bought an old sailing boat which needed some TLC and after scraping off old barnacles and repainting it is finally on the water. We are planning a few trips and adventures for this summer. I need to practise my knots first!



Hi, I'm Vicky. I'm the Safeguarding Officer at HMG and I work closely with Dr. Chataway and Marcia at HMG ensuring that our vulnerable children and adults receive the appropriate care. I attend meetings to assist the GPs, write reports, feedback to our GPs and work closely with various organisations in Herefordshire to ensure the safety of our patients. I am passionate about my work and delivering the best care for our patients, I've worked in the NHS and safeguarding for 31 years. When I'm not at work I'm busy looking after my two dogs...children and husband! I love going to the cinema and have just rediscovered camping! We have just set up a staff book club at HMG, we're reading *The Stranger Diaries* by Elly Griffiths and I'm looking forward to our first meeting.

## Patient Participation Group



Engaging the involvement of our patients is a very helpful process to ensuring our services are shaped to best meet patients' needs.

To help us with this we invite any patient who would like to contribute to the practice to join our informal and friendly Patient Participation Group (PPG).

Our next meeting will take place on Wednesday 10th July at Hereford Rowing Club. The meeting will start at 5.00pm and finish at 7.00pm.

Email [hmg.enquiries@nhs.net](mailto:hmg.enquiries@nhs.net) or let a member of our reception team know when you next visit one of our surgeries.

### *Useful Links*

- Hereford Medical Group – 01432 272175
- Like our Facebook page by searching for 'Hereford Medical Group'
- Visit our website – [www.herefordmedicalgroup.co.uk](http://www.herefordmedicalgroup.co.uk)
- For information on extended access to GP services delivered by Taurus Healthcare visit [www.taurushealthcare.co.uk](http://www.taurushealthcare.co.uk)
- To find out more about Primary Care services in Herefordshire visit [www.herefordshireccg.nhs.uk](http://www.herefordshireccg.nhs.uk)