

Patient Newsletter – April 2019 – Issue 3

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.

Cervical Screening at Hereford Medical Group



- Two women die every day from cervical cancer in England, but cervical screening can stop cancer before it starts by preventing potentially harmful cells from developing.

- Cervical screening (a smear test) checks the health of your cervix. It's not a test for cancer, it's a test to help prevent cancer.

- All women and people with a cervix aged 25 to 64 should be invited by letter.

- During the screening appointment, a small sample of cells will be taken from your cervix. The sample is tested for changes to the cells of your cervix.

- Finding abnormal changes early means they can be monitored or treated so they do not get a chance to turn into cervical cancer.

- You'll get your results by letter, usually in about 2 weeks. If you have recently been invited for screening, or have put off coming, we encourage you to attend.



On Saturday 16th March Hereford Medical Group ran its first cervical screening morning and we hope to run this on a regular basis. Many women have commitments that mean attending appointments during the working week can be difficult. We hope that by providing cervical screening on a Saturday that some of our patients, who may not have.

Practice Nurse Rhian Gibbon, Nurse Practitioner Lisa Ballantyne and Practice Nurse Nicola Kelly (pictured left) at our Saturday morning cervical screening clinic.

Changes to our Prescription Lines

Our Prescription Line opening times will be aligned from the 1st April 2019. From this date the Prescription Line will be open from 10am – 1pm, Monday – Friday for your prescription requests. Please continue to phone the same number that you currently call and press 'Option



2'. There will have a queuing system in place and you will be notified of where you are in the queue.

This date also sees the opening of two new Prescribing Hubs which will be the base for our team of Pharmacists and Prescription Clerks.

Our team of Pharmacists and Prescription Clerks are based at Sarum House Surgery and Greyfriars Surgery.

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 4th 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!

Small changes for our Reception Team = Big changes for our call waiting times!

On 11th March Hereford Medical Group introduced a new rota for our reception team. The introduction of new ways of working has allowed us to increase the number of staff working at the Care Navigation Centre. We have up to 13 members of our reception team working at the Care Navigation Centre answering calls as quickly and safely as possible. We have seen a really positive impact on call waiting times since the 11th March and we expect these will continue to improve. Demand on our phone line varies throughout the day and we experience extremely high demand between 8am – 10am. However, our Urgent Care Centre is open from 8am – 6pm every day and patients do not need to ring at 8am if they feel that they have a matter that needs to be dealt with on the same day.

Increased opening hours at Bobblestock Surgery



Bobblestock Surgery is now open from 8am – 6pm every day.

Our Urgent Care Centre, based at Moorfield House Surgery, is open till 6pm every day.

Star of the Week



At the beginning of March Kerry Mills, Nurse Practitioner, was awarded Star of the Week by the Primary Care Network Team. Kerry was nominated by a member of the HMG team. It is a privilege to work with Kerry and Hereford Medical Group is so proud to have her as part of our team. A Practice Nurse at HMG said:

“Kerry’s respiratory skills and knowledge are exceptional. This week I had to contact Kerry for advice regarding an asthmatic/COPD patient. The support she gave me ensured that the patient received gold standard holistic care with follow up from Kerry herself. Another patient presented (unexpectedly) for palliative respiratory care and I was able to contact Kerry immediately. A 15 minute appointment turned into a 45 minute appointment which allowed the relevant referrals to be made which ensured the patient had good end of life care (Oxygen Service/MacMillan Care/Social Services).” A patient has also said how Kerry gives excellent care and they always feel listened to. Kerry has set up a COPD working group for HMG nurses and also supports the locality developing respiratory services in Herefordshire.

If you haven’t already, why don’t you give Hereford Medical Group a ‘like’ on Facebook? Our Facebook page allows us to share up to date information with our patients, share staff achievements and all the latest public health information you need to know. Last year we had a day where our phones weren’t working. Whilst we hope this won’t happen again, Facebook allowed us to share real time information with our patients.



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 April at Hereford Rowing Club. The meeting will start at 5.30pm and finish at 7.30pm.

To sign up to our PPG please visit our website. You can also view the minutes from the meeting held on the 30th January 2019 online.

New Building



The lease and contracts have now been signed for the new building. Groundworks will commence at the end of April with piling and building work commencing by the end of May. This is a project that has been at least 20 years in the making and the new building will give Hereford Medical Group a state of the art, purpose built facility which will bring great benefits to both our patients and staff. We look forward to updating you on the progress of the build, sharing more detailed plans and most importantly moving into the new building in 2020.

In each issue of our newsletter we will introduce different members of the HMG team - this month it's **Marcia Martin...**



Hi my name is Marcia. My journey in healthcare started when I completed nurse training in the Queen Alexandra Nursing Corp. After 9 years I moved back to my home city of Sheffield to be a Practice Nurse. In 2000 I moved to Herefordshire and took up a post with Greyfriars Surgery as a Practice Nurse but in 2005 changed roles to Practice Manager, completing a Master's Degree in Business Administration.

My new role in HMG as Quality, Human Resources (HR) and Organisational Development (OD) Manager, combines for me some of the best bits of my role as a practice manager. My day can vary greatly from meeting with patients, writing a HR policy, auditing our clinical work and facilitating learners in the organisation.

My door is always open, and as a true 'Yorkshire lass' –the kettles always on the boil... Outside of work I like to keep fit (and as I live next door to the gym—no excuse!!) and am a keen skier. I am kept busy in the summer attending festivals, walking, and as a keen miniaturist, always have projects on the go. My guilty pleasures include binge watching documentaries on Netflix and chocolate tasting of the dark kind!!

Useful Links

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