

Patient Newsletter – February 2019 – Issue 2

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.

Working with Palliative Care Nurses and St. Michael's Hospice



Over the last few months we have been working closely with St Michael's Hospice to provide easier access to support services for patients who are nearing the end of their life. St Michael's Hospice has provided a Hospice at Home palliative care (urgent care) nurse daily for 2 hours in order to help identify, support and triage palliative patients. The Hospice at Home nurse has been working with the practice and jointly with the District Nursing team to ensure that when a patient needs help on the day, that the most appropriate clinicians is available to assist. This could be a GP, an Emergency Care Practitioner, the Hospice at Home Team, Macmillan Nurses or District Nurses.

This trial has been successful. With the agreement of each patient, a referral is made to the Hospice at Home nurse who is able to identify any support that can be given to the patient and their family. Patients referred to the service are contacted to determine need, explain the range of services and determine a management plan. All patients and families then have access to the wider hospice multi-disciplinary team and services, including regular visits and advice regarding:

- Medications by their nurse liaising with HMG doctor
- Regular supportive visit or phone call and access to 24/7 advice and support telephone line
- Hospice night care when in crisis
- Young family members have been referred to HOPE@St Michaels for children and young people
- Referral to hospice support care services - social worker, spiritual support, counselling/listening support, pre-post bereavement support
- Hospice Admiral Nurse for dementia support for both patient and carer
- Family and carers have had complementary therapies, listening support



If you haven't already, why don't you give Hereford Medical Group a 'like' on Facebook? If you like our page then you can set up your Facebook account to automatically update you when we post something. Our Facebook page allows us to share up to date information with our patients, 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.

Join our Patient Participation Group

Online Access

Hereford Medical Group patients can now view lab results online. If you have access to an online service, such as Patient Access or Evergreen Life, please request this service when you next visit the surgery.

If you would like to use online services to book appointments, request medication and view lab results please ask at reception when you next visit the surgery. If you have not had access before, you will need to bring two forms of ID with you, one photographic and one with your home address on.

Our patient participation group allows us to speak directly to patients who use our service. Involving patients is extremely helpful and allows us to ensure that 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).

The group meets about 4 times per year and 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 on the website.



Care Navigation



Care Navigation is simply helping you see the right person for your needs. Hereford Medical Group has GPs, Nurse Practitioners, Physiotherapists, Practice Nurses, Primary Care Practitioners and others who are able to help you; it is not always the GP you need to see. Outside agencies such as the Pharmacies, Opticians and Let's Talk can also help and sometimes this can be quicker than waiting to see your GP.

When you contact Hereford Medical Group the receptionist will ask you the reason why you're calling, this is make sure you are offered the best service to help you. The Doctors have requested that all our Receptionists ask a little about the reason you'd like a GP appointment. Please don't be offended if a Receptionist asks you what you are calling about. You may be asked to visit your pharmacy, booked to see a nurse practitioner, the GP, or another option depending on your need. Please help us to help you by answering our Receptionist questions. You do not have to give the reason for your call, but if you do, then it can ensure that you get the most appropriate appointment.

Upgraded Phone System

Hereford Medical Group now has an upgraded phone system which allows patients to know where they are in the queue. It allows Hereford Medical Group to monitor demand on our phone lines with more accuracy. When you call Hereford Medical Group you will be told where you are in the queue. Please do not hang up as you will go to the back of the queue. We have a team of reception staff answering phone calls and we endeavor to answer these as quickly as possible without compromising patient care.

Stay well Guide to help you choose the right service for you and your NHS



Self-care	Pharmacy	GP	Minor Injuries	A&E/999
Hangover. Cough. Colds. Grazes. Small cuts. Sore throat.	Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.	Arthritis. Asthma. Back pain. Vomiting. Stomach ache.	Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.	Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.
				
Self-care is the best choice to treat minor illnesses and injuries. A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.	Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time. No appointment is needed and most pharmacies have private consulting areas.	GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.	Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions. They are usually led by nurses and an appointment is not necessary.	A&E or 999 are best used in an emergency for serious or life-threatening situations.
NHS 111	If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111 .			24 hours a day 7 days a week
NHS Choices	You can also access health advice and guidance or find your nearest service online through NHS Choices .			Visit www.nhs.uk

Stay Well This Winter

If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111. You can also access health advice and guidance or find your nearest service online through NHS Choices.



Don't wait for it to get worse, ask our pharmacy team first.

They can help with minor health concerns.

nhs.uk/pharmacyadvice

HELP US HELP YOU
BEFORE IT GETS WORSE

NHS

Prameet Shah, Pharmacist

Pharmacists are experts in medicines who can help you with minor health concerns. They can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy troubles and aches and pains. If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example they will tell you if you need to see a GP.

A marathon challenge for two of the Hereford Medical Group team!

This year two members of our staff will be running the London Marathon on April 28th. On top of their busy work schedules they have been training for months to ensure that they complete the challenge. Both are running for causes that are very close to them and welcome any donations to help them achieve their fundraising targets.

Practice Nurse Rebecca Livingston is running for Tenovus Cancer Care. Rebecca's Mum passed away in December 2018 from cancer and Rebecca is running to raise money for a charity close to her heart. [Click here](#) to be directed to Rebecca's Just Giving page.

Dr. Hayley Driver is running for British Heart Foundation. Hayley's daughter was only five days old when she was rushed to hospital and they found out about her heart condition. Hayley is hoping to raise money to support this charity which supports families like hers. [Click here](#) to be directed to Hayley's Just Giving page.



In each issue of our newsletters we will introduce different members of the HMG team - this month it's Dr. Cath Laird and Kate Jones



I am Dr. Cath Laird. I was a GP partner at King Street and Bobblestock Surgeries for nearly 20 years before we merged to become Hereford Medical Group. I have several clinical interests, particularly skin problems, but enjoying seeing a wide range of patients with all sorts of conditions (cuddling new babies is one of the perks of my job!). I have really enjoyed getting to know new colleagues across the HMG team and although the change has been challenging at times, I am optimistic about our future.

Hereford Medical Group is a training practice. I am one of the GP trainers involved in supporting qualified doctors who are training to become GPs. I am also involved in supporting and appraising GP colleagues in other surgeries across Herefordshire and Worcestershire.

Outside work I enjoy gardening, cooking for my four hungry children and going to Zumba!

I'm Kate the Operations Manager for HMG. The operational running of the business I am responsible for includes:

- Our non-Clinical staff - site supervisors, receptionists, secretaries and administrative staff
- Telephones which include the Care Navigation Centre - we take on average 10, 000 calls each week – calls were centralised when we became HMG to provide a confidential setting
- Care Navigation – to ensure patients are seen by the right person for their need internally or externally
- 9 sites - ensure they are open, staffed and safe
- Health and Safety

Prior to HMG I worked for King Street Surgery for 13 years, I started as a receptionist, became Assistant Manager after 9 years and was Practice Manager for 2 years before we merged. I have always enjoyed my role, the main challenge now is streamlining processes to deliver an efficient service. Historically we all achieved the same results in 5 different ways!

My main focus at the moment is improving the time to contact the surgery by telephone and the development of our Admin and Prescribing hubs. We receive about 1500 documents on a daily basis to be coded and attached to patient notes from hospitals and other external sources- that's a lot of post! The prescribing hubs will make us more efficient when processing prescriptions and the aim is to align telephone line opening hours to match for all. Ideally the best way for patients to request prescriptions is by using our online Patient Access Service.

I am married and lead a busy life outside of work with 2 teenage sons who are both keen sportsmen and require plenty of taxi services. Outside of work I am normally in a car, on the side of a football pitch, poolside or spending time with my husband and 2 dogs. I enjoy keeping fit, and travelling with my family. I completed 12 races in 12 months last year for St Michaels Hospice, as a group we raised just over £5000.



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**