

What's been happening at Hereford Medical Group?

It's been a busy five months for Hereford Medical Group as our staff and patients get used to new and innovative ways of working. Two of the biggest changes have been the way we offer urgent, on the day, appointments and how we handle calls coming into the surgeries.

Our Urgent Care Centre, based at Moorfield House Surgery, deals with all urgent appointment requests from our patients. We have had really positive feedback from our patients about the Urgent Care Centre, however, we are always looking for ways to improve and welcome all feedback from patients. If you have anything you'd like to share with us please visit our website and submit a feedback form - [click here](#) to access the Hereford Medical Group website.



In preparing for the merge the five Practice Managers, many practice staff, a group of GP Partners and a Programme Manager worked for more than a year on ensuring that the merge was innovative, sustainable and that it would enhance the patient experience. As part of the work carried out, we visited a surgery in West Wakefield who had one centre answering all calls. This took phones away from the surgeries and reception areas allowing for a more confidential environment when answering phone calls.

Hereford Medical Group created the Care Navigation Centre as part of the merge. At the Care Navigation Centre a team of reception staff answer all calls coming into the surgeries that are requesting an appointment or have a general enquiry. This was a huge change not only for our patients but also our staff and we're grateful for everyone's patience over the last five months

We acknowledge that this has not been a smooth experience. However we're pleased to share that on the 19th of November we had improvement work carried out to our phone system. You should now see an improvement in how long you wait for your call to be answered and, if there is a queue, you will be told where you are in the queue. Hereford Medical Group would like to thank all our patients for their understanding and feedback during the past five months.

Physician Associates



In November Hereford Medical Group welcomed two new Physician Associates to our clinical team. Catherine Woodhead and Ashley Hammonds both trained with Hereford Medical Group surgeries and we are pleased to welcome them back. Physician Associates are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the clinical team.

Join our 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 30th January at Hereford Rowing Club. The meeting will start at 6pm and finish at 8pm.

Please [click here](#) to view the minutes from the meeting held on the 17th October 2018.



New Building

The plans for the new building have been approved by Herefordshire Council and the CCG. Practices have been working for well over 10 years to try and secure funding for new buildings in Herefordshire and so this represents much hard work that has been undertaken to get to this stage.

Having a new building will mean that we can deliver services in a purpose built environment, with good access for patients and a modern working environment for staff. When the new building opens, five of the current sites will close. This will mean that alongside the new building, HMG will continue to have surgeries at Quay House Medical Centre, Bobblestock, Credenhill and South Wye Medical Centre. The new building will be located near the train station and will have parking available for patients. We will be developing a travel plan in advance of the new building and during the first part of December we will be carrying out a survey of our patients to understand how they currently travel to the practice. Work on the new building will start in February 2019 and we hope to be moving in sometime in mid-2020.



Stay Well this Winter

- It's important that our patients can access the right service at the right time. The guide below can help you choose the right service for you and your NHS.
- As winter approaches it's important to keep a well stocked medicine cabinet at home to help you when you're suffering from coughs and colds.
- Colds, flu and most sore throats do not need antibiotics and you can treat your symptoms at home. Make sure you get lots of rest, drink plenty of water and take pain relievers, such as paracetamol or ibuprofen, if you need them.
- [Click here](#) to visit the NHS site full of advice on how to stay well this winter.

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

Staff may have times when it's necessary for them to be off work due to illness; especially during the winter months. Whilst we will do our best to avoid cancelling clinics, we will have to do this on some occasions. We would like to thank our patients for their understanding in these circumstances.



If you are eligible and have not yet had your flu vaccination, please contact your surgery to arrange an appointment. All patients over 65 are entitled to a flu jab. If you **do not** want to have the flu vaccination this year, then we would be grateful if you could let us know to ensure that we don't continue to invite you.

In each issue of our newsletter we will introduce different members of the HMG team - this month it's Ceri and Beth.

I'm Ceri and I am the Business Manager for HMG. My role is to work with the Partners and management team to ensure that the practice is well managed, secure, and delivers high quality, efficient health care services for our patients and is a good place to work for our staff. I have worked within the NHS for the last 14 years, and in healthcare since I left university. I have had a variety of roles and immediately prior to the merger I was the Practice Manager for Sarum House for almost 5 years.

For HMG, the focus over the first few months has been to work with clinical and administrative colleagues to ensure that common systems and processes are adopted across all sites – you would be amazed at how differently 5 different practices used to do the same thing. I am also responsible for linking with other NHS organisations within Herefordshire and beyond.

Outside of work I enjoy running, walking and enjoy getting out and about in the countryside. A small group of us recently completed walking the 177 miles of Offa's Dyke – not in one go I might add. I also like travelling both in the UK and abroad and enjoy spending my time planning the next big adventure.

I'm Beth and I am the Patient Experience and Communications Manager for Hereford Medical Group. I studied Politics at University and since graduating in 2015 I have always worked in a healthcare environment. I believe everyone is entitled to the best healthcare and one of the reasons I enjoy working for Hereford Medical Group is because what we are doing is innovative, patient focused and it has allowed us to ensure that our patients have access to high quality GP services in Hereford. I love that my role allows me to interact with both patients and staff, I get to meet with our patients at the Patient Participation Group meetings discussing what really matters to them and no two days are ever the same.

Outside of work I still have a keen interest in Politics, I enjoy keeping fit, I'm an avid Formula One fan and enjoy (maybe a little too much) keeping up with the Kardashians.



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**