

Spring 2024

www.holliesmedical.co.uk

Hollies Medical Practice

NEWSLETTER

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Congratulations

With renewal and growth in season we are very pleased to announce the news that Dr Welch has become a partner strengthening our GP partnership to 8 partners in total. It's great news for the practice that Dr Welch has committed her services to the Hollies Medical Practice and aspires to making the practice one of the best in Tamworth, providing first class services to all of its patients.

Congratulations Dr Welch from all at Hollies we are delighted to have you on board your and wish you well in your position.



Welcome to the Spring Edition of the Hollies Medical Practice Newsletter!

Springtime is a season of renewal and growth, symbolising hope and new beginnings. In the realm of healthcare, this season serves as a reminder to prioritize our well-being and take proactive steps towards a healthier lifestyle. As we embrace the warmer weather and blooming flowers, it's crucial to pay attention to our medical needs and seek the necessary care to thrive.

In this quarterly newsletter we will share practice updates, self care tips for seasonal health issues, an update on the refurbishment, and plenty of valuable information to help keep yourself and loved ones well.

DOCTORS

Dr. Steve Davies

Dr. Gibu Koshy

Dr. Annabel Olojede

Dr. Bharathi Pai

Dr. Keith Jay

Dr. Rohit Choudhary

Dr. Clare Swaebe

Dr. Laura Welch

Dr. Leeanne Minto

Dr. Linsey Murdock (maternity)

NEW CLINICAL STAFF

We are delighted to introduce:

Abbi Smith - Healthcare Assistant

Abbi can support the practice nurse with health promotion programmes, carry out baseline observations such as pulse oximetry, blood pressure, temperature, pulse rate, recording findings accurately. She can also facilitate routine and 24-hour BP monitoring, advising patients accordingly. A big welcome to Abbi, we are delighted to have you on board and strengthening our amazing clinical team.



Please be aware the practice door does not open until 8.30am and we are unable to book on the day appointments by phone between 8-8.30am.

Monday	08:00 - 18:30
Tuesday	08:00 - 18:30
Wednesday	07:00 - 18:30
Thursday	07:00 - 18:30
Friday	08:00 - 18:30
Weekend	CLOSED

Reception will closed for lunch between 12.45pm-1.45pm

Extending hours will be offered in conjunction with the Mercian Network.

TELEPHONE

**Main Switchboard:
01827 217799**

**Home Visits:
01827 218444**

URGENT CARE

If you do not feel it is a medical emergency, call 111. Medical advice is always available by calling 111

CALL
111

Call 999 for emergencies.

THE HOLLIES CLINICAL AND ADMINISTRATION TEAM

CLINICAL TEAM



SPECIALIST PARAMEDIC PRACTITIONER:

MATTHEW HOWE

SENIOR PRACTICE NURSE:

SARAH GOZZARD

ADVANCED NURSE PRACTITIONER:

KATY PARNHAM

NURSES:

ANNETTE BROTHERHOOD

JANE FIFIELD

NURSING ASSOCIATES:

REBECCA BAKER

HEALTH CARE ASSISTANTS:

ABBI SMITH

EMMA ANDREWS

JULIE HUMPHRIES

PHARMACY TEAM:

FALLON LLEWELLYN

HAJIRAH REZE

RUPINDER CHEEMA (MATERNITY LEAVE)

SIMRET NEER

ADMINISTRATION TEAM



PRACTICE MANAGER:

SHARON TAYLOR

OFFICE MANAGER:

KATHRYN ARMSTRONG

PRACTICE ACCOUNTANT:

ANNEMARIE RIJSWIJK

PATIENT SERVICE TEAM LEADER:

KATY HOWES

MANAGEMENT ASSISTANTS:

JANE MCMINN

PATIENT DATA ADMINISTRATORS:

ANNE

EMMA

KATARZYNA

LAURA

LOUISE

MICHELLE

CARE COORDINATORS:

NIA MULLEN (MANAGEMENT ASSISTANT)

GEMMA COOPER

COMPLIANCE COORDINATOR:

LAURIE PRIESTNALL

PRACTICE ADMINISTRATORS:

ALISON

BONNIE

KATHERINE

SOPHIE

SUE

TRACEY

IT AND QUALITY COORDINATOR:

ELARA EDWARDS

WORKFLOW COORDINATORS

AMANDA

RACHEL

PATIENT SERVICES:

ALEXANDRA

BECKY

HAYLEY

LAUREN

ALLISON

EMILY

JAYNE

LEONIE

ANN-MARIE

GEORGINA

JULIE

SHARON A



COMMUNITY SERVICES

DISTRICT NURSES: 0300 124 0347

MIDWIVES: 01827 263870

HEALTH VISITORS & SCHOOL NURSE:

0808 178 0611

Q

A

In the last newsletter month we did a Q&A session with Katy Parnham our Advanced Nurse Practitioner. We thought it was important to help share her knowledge and experience to help patients understand how our additional roles support the practice and allow us to deliver more appointments and offer better health care. Read on to hear about Matt and how he can help support you with your health concerns.

INTRODUCING MATTHEW HOWE OUR SPECIALIST PARAMEDIC



What is your official role?

Specialist Paramedic Practitioner.

How many years in a clinical setting?

I have been in the clinical setting for 11 years, 7 years in the Ambulance Service and coming up to 5 years working in primary care (GP surgery).

Can you prescribe or request prescriptions?

I can prescribe the majority of medications. Currently the Misuse of Drugs Act stops me from prescribing some controlled drugs – the law is changing continuously so this may change in the future.

Can you do referrals?

I regularly complete referrals to all specialities the same as a GP.

Can you do medication reviews? Yes.

Can you request bloods/tests/x-rays?

Yes, I can request an array of tests, tests such as CT scans and MRI are always discussed with a GP prior to sending to have that senior agreement.

*What **can't** you do?*

At present Paramedics are not allowed to issue sick notes and as mentioned some medication I cannot issue.

What else do you do to support the Doctors?

I support the doctors by doing mainly on the day emergency cases whilst supporting the on-call doctor, this can also include home visits. I support a lot of activity on the Hollies website by triaging and trying to treat patients remotely.

What else do you think the patients would like to know about you or role?

I have a lot of experience in acute care but have a lot of experience from working in Primary care in the past 5 years. At the moment I am currently completing a master's degree in Advanced Practice. This will allow me to work more independently and have that more senior responsibility.

Fun fact about you.

I love rugby!

SELF CARE

SPRING
is
COMING



As springtime unfurls its vibrant colours and warmer weather, it also heralds the arrival of specific medical conditions that tend to flare up during this season.

For many, the blooming flowers and budding trees, while beautiful, bring along the unwelcome companions of allergies and asthma. However, with a proactive approach and the right self-care strategies, many of these conditions can be managed effectively, minimising their impact on daily life. Understanding these conditions and knowing how to navigate the pharmacy aisle for self-care remedies is crucial.

Allergies are perhaps the most common springtime affliction, with pollen from trees, grass, and weeds acting as the primary irritant. Symptoms such as sneezing, itchy and watery eyes, and a runny nose can be alleviated with over-the-counter (OTC) antihistamines, decongestants, and nasal sprays. It's important to start taking these medications a couple of weeks before you expect your symptoms to start, as they can be more effective at preventing symptoms than treating them once they've begun.

Additionally, using a saline nasal rinse can help clear pollen from the nasal passages, providing relief from congestion and irritation.

Asthma, which can be exacerbated by pollen, also sees a spike in spring. Individuals with asthma should ensure they have an updated action plan in place, which might include the regular use of preventer inhalers to keep inflammation at bay, as well as the ready availability of reliever inhalers to address sudden symptoms. Moreover, skin conditions like eczema can flare up during spring, often due to changes in temperature and humidity. Moisturising regularly with a product suitable for sensitive skin can help, as can wearing breathable, natural fabrics.

In navigating the pharmacy for spring self-care, communication with pharmacists can be invaluable. They can offer advice on the most effective OTC products and how to use them, and they can also inform you about potential interactions with other medications you might be taking. It's also wise to read labels carefully and consider any existing health conditions before selecting a product. With the right knowledge and preparations, the beauty of spring can be enjoyed with minimal discomfort from these common medical conditions. Your pharmacist can direct you accordingly and even refer to your GP if deemed necessary.

Sunny times ahead, be prepared!



During the spring months the sunshine becomes more generous, inviting us to bask in its warmth. Embracing the spring sunshine with the right skincare practices can ensure your skin remains radiant, healthy, and well-protected.

Firstly, the cornerstone of spring skincare is sun protection. No matter the temperature, the sun's UV rays can be just as intense during spring as in summer. A broad-spectrum sunscreen with a minimum of SPF30 is essential. Apply generously on all exposed skin, not forgetting areas like the back of your neck, ears, and hands. Reapply every two hours, or immediately after sweating or swimming. Incorporating antioxidants into your skincare routine, such as vitamin C or E, can provide an additional shield against environmental damage, boosting your skin's natural sun defence mechanisms.

Transitioning from winter, your skin may be recovering from the dry, harsh conditions, making exfoliation a key step. Gentle exfoliation can remove dead skin cells, revealing the fresh, supple skin beneath. However, be aware not to over-exfoliate as this can strip the skin of its natural oils, leading to irritation or sensitivity. Follow up with a hydrating moisturiser suited to your skin type this can help lock in moisture, look for ingredients like hyaluronic acid or glycerin, which can significantly boost your skin's hydration levels.

Lastly, don't overlook the importance of hydration and diet. Drinking plenty of water and consuming a balanced diet rich in antioxidants, vitamins, and minerals can profoundly affect your skin's health. Foods high in omega-3 fatty acids, such as salmon and walnuts, can promote skin health by reducing inflammation and keeping your skin moisturized from the inside out. By adopting these spring skincare practices, you can enjoy the season's warmth and beauty while keeping your skin protected, hydrated, and radiant.



SELF CARE TIPS FOR A HEALTHY SPRING

SPRING
is
COMING



STAYING ACTIVE: EMBRACE THE OUTDOORS

Spring's milder weather provides the perfect opportunity to revitalize your exercise routine. Whether it's walking, cycling, or joining a local sports team, outdoor activities not only improve physical health but also boost mental well-being. We encourage everyone to find an activity that brings joy and to aim for at least 150 minutes of moderate aerobic activity or 75 minutes of vigorous activity each week, as recommended by health guidelines.



SEASONAL ALLERGIES: NAVIGATING SPRING'S BLOSSOMS

With the arrival of spring, many of us look forward to the beauty it brings, yet for some, it also means the return of seasonal allergies. Pollen from trees, grass, and weeds can trigger uncomfortable symptoms such as sneezing, runny nose, and itchy eyes. We recommend starting your allergy medications before symptoms begin to keep them at bay. Additionally, keeping windows closed during high pollen days and showering before bed to remove pollen can also help alleviate symptoms. If over-the-counter solutions aren't providing relief, please schedule an appointment with us for further assistance.



MENTAL HEALTH: SPRING CLEANING FOR THE MIND

Just as we spring clean our homes, it's equally important to tend to our mental health. The transition of seasons can be a great time to adopt new wellness habits. Practices such as mindfulness meditation, journaling, or simply taking moments to breathe and appreciate nature can significantly impact stress levels and overall happiness. Remember, our mental health services are here to support you, whether you're seeking advice or need someone to talk to. As we step into this season of growth and renewal, let's take the opportunity to prioritize our health and well-being. Our team at Local GP Primary Care is here to support you every step of the way. Here's to a healthy, joyful spring!



STAY CONNECTED

For more health tips, updates, and clinic news, follow us on our social media channels and visit our website. Your health is our mission, and we're dedicated to providing you with the care and information you need to live your healthiest life. *Wishing you a vibrant and healthy spring season, The Team at the Hollies Medical Practice*

**FOR COMMUNITY SUPPORT, HELP AND GUIDANCE
VISIT TAMWORTH COMMUNITY TOGETHER CIC**

WWW.COMMUNITYTOGETHERCIC.ORG.UK



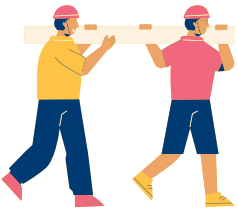
Helping people to 'Grow Well', 'Live Well' and 'Age Well'

Every day, we support residents across Southern Staffordshire with their mental and physical well-being as well as practical support information, advice and guidance. So don't be alone, we're here to help!

You can visit our website or call us FREE:

0808 175 4041

- H.O.M.E Hub Service
- NHS Social Prescribing Link Workers
- Hospital Discharge & Avoidance Service
- Form Filling Service
- Future Focus Mental Health
- Asylum Seeker Support
- Befriending
- Wheel Connections



Refurbishment Update

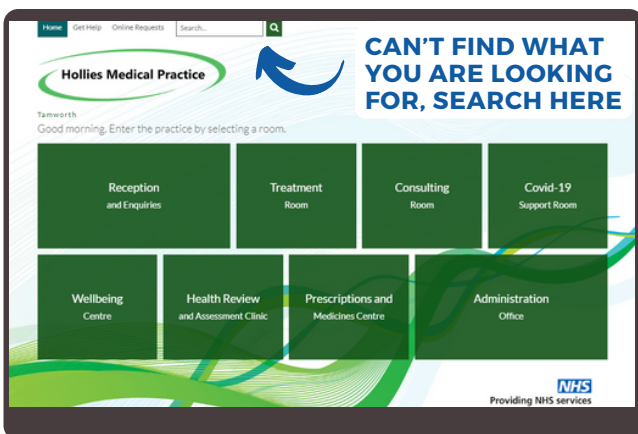
If you have visited the practice in recent months you will see a great transformation within the health centre. This period of change, while promising improved facilities and services, also requires understanding and patience from both the patients and the practice's staff and we would like to say thank you for your support during this time. We hope you agree that the improvements provides a more welcoming atmosphere.

The next phase of the refurbishment will have the greatest impact on our reception area and waiting rooms. We will have a temporary reception area which will encroach into the main waiting room. During this phase we strongly recommend that you avoid visiting the practice unless you have an appointment. If you do need to visit the practice please come alone where possible as the waiting areas are smaller than usual.

If you do need to come to the reception please be aware that it is now within a communal space. To help maintain privacy please write a note, complete a privacy slip or alternatively enter a note on your phone and show this to the receptionist. Please destroy any written notes once they have been used. You can request a privacy slip at reception and there will be one attached at the end of this newsletter showing what information is required.

All enquiries can be managed via our website ...

The Hollies Practice Website is full of useful information an can support you with all your enquiries.



Website Enquiries

All enquiries can be handled by visiting our website, www.holliesmedical.co.uk. On entering our website you will see options available to you, please click the most relevant box that suits your needs, follow the instructions, complete the online form and your enquiry will be dealt with, within 48hours. Please note you do not need a log in to access the web forms.

For repeat prescription requests please make the request with your nominated pharmacy, on the NHS app, on our website or on Patient Access portal.

Please note that repeat prescription cannot be ordered more than 7 days in advance. Exceptions can be made if you are away when your prescription is due, you must note this on your request to ensure it does not get rejected.

We assure you the above services are the most effective way of handling your enquiry. Once you have submitted your enquiry with your relevant details it is processed via our secure internal dashboard system. The dashboard is monitored all day in opening hours by our qualified and experienced administration team and they will process your enquiry accordingly. You will receive an acknowledgment receipt via email.

If you are enquiring about a referral, please contact the hospital you have been referred to directly, using the reference details on the letter you received when the referral was made. You can access the website www.myplannedcare.nhs.uk to find out information about the average wait times for all specialities and hospitals.



The Hollies would like to take this opportunity to thank you for adopting the new ways of contacting the practice, this does really help manage our patients enquiries more efficiently. We hope you feel that the recent refurbishments, despite the temporary inconveniences, has helped to foster a better healthcare environment.

Once again thank you for your patience.



USE YOUR 10 MINUTE APPOINTMENT WISELY



The landscape of primary care has experienced significant shifts in recent years, with one of the most palpable changes being the pressure on primary care providers to see a high volume of patients, resulting in appointments being limited to just 10 minutes.

From a practical standpoint, the 10-minute appointment allows clinics to see more patients within a given day, potentially reducing waiting times for appointments and improving access to primary care services. The shorter appointment time is designed to focus on one immediate health concern, enabling the clinician to address urgent issues promptly. However, this model necessitates a high level of organisation and efficiency from both the healthcare provider and the patient, with an emphasis on preparation prior to the consultation to ensure that the most pressing concerns are discussed.

MAKING THE MOST OF YOUR 10 MINUTE APPOINTMENT



1 Firstly, before your appointment, take a moment to jot down the key points about the issue you're facing. This includes when the problem started, any symptoms you're experiencing, and how it's affecting your daily life. If you have more than one concern, prioritise them and decide which one is the most pressing to discuss. Remember, focusing on a single problem doesn't mean neglecting your health; it's about using the time you have effectively to address the most immediate concern.



2 During the appointment, be direct and concise in explaining your symptoms and concerns. Avoid meandering or irrelevant details, as they can consume valuable time. It's also helpful to mention specific worries you have about your condition, such as its impact on your work or personal life, or fears about it being something serious. This can guide the GP in not only understanding your physical symptoms but also gauging the emotional and psychological impacts, enabling a more holistic approach to your care.



3 Lastly, be open to your GP's advice and recommendations. They might suggest further tests, prescribe medication, or refer you to a specialist. If there's something you don't understand, don't hesitate to ask for clarification.

Remember, the goal is to make the most of your appointment time to receive the care you need. Planning, prioritization, and clear communication are key strategies to achieving this.

Each appointment is only 10 minutes long.

We understand that ten minutes is not a lot of time, even for just one problem, e.g., 1 minute to get to the doctor's room and sit down, 3 minutes to tell a history, 3-4 minutes to perform a targeted examination, 2 minutes to explain, advise and treat, plus time to write up notes, fill out forms, dictate referrals or speak to other team members for advice.

Important!

We do consider that GP appointments are a limited resource and we would kindly ask that such a service be used with care and consideration. Therefore please do not be offended if the doctor asks you to rebook for your other problems. We are working in your best interests to prioritise your health concerns.

If you are late – you may not be seen. Please allow plenty of time when travelling to the practice, and if driving for parking your car. Be aware that our carpark is still out of use and the public car parks can be very busy at times.

Zero tolerance – Please be respectful to other patients and staff when attending the practice. Disruptive or abusive behaviour will not be tolerated.

Note – Patients should see their dentist for problems with teeth or gums. If you are not registered with a dentist and have a dental emergency (pain, swelling, trauma or bleeding) please refer to the NHS guidance **How to contact a dentist**, visit www.nhs.uk/nhs-services/dentists

ONE PROBLEM PER APPOINTMENT POLICY

We kindly ask that all patients adhere to our policy.

The main purposes of this policy is to detect serious diseases early.

Presenting multiple problems to the clinician, not all of which may be serious, increases the difficulty of this task. We know that getting an appointment with the doctor is sometimes difficult and that some patients save their problems and present them to the doctor at the same time, this can contribute towards appointments running late.

APPOINTMENT STATISTICS FOR THE MONTHS OF JANUARY, FEBRUARY AND MARCH

Over the last 3 months we have delivered a total of:



14013
FACE TO FACE
APPOINTMENTS



1980
TELEPHONE
APPOINTMENTS



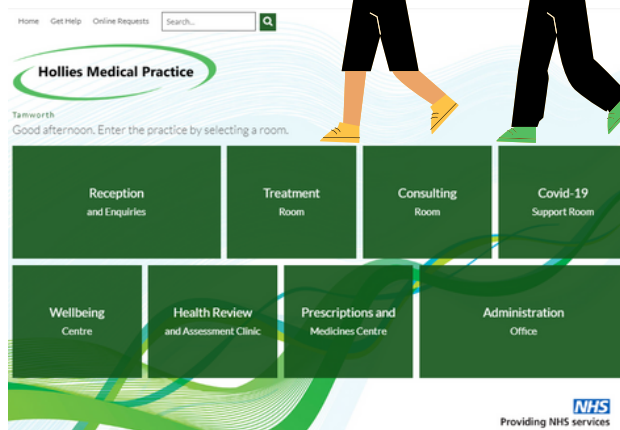
TEMPORARY RECEPTION AREA IN USE BY THE 8TH APRIL 2024

WORK HAS ALREADY STARTED AND WE POLITELY ASK OUR PATIENTS TO AVOID ALL NON URGENT VISITS & ATTEND ON YOUR OWN IF POSSIBLE



Our reception area will be a temporary structure and in place for 6-8 weeks. This will impact all communal areas and our waiting room.

The most convenient way to contact us during this period and in future is to use our website www.holliesmedical.co.uk



We apologise for any inconvenience!

PRIVACY

During the reception refurbishment the temporary reception will be within the waiting area.

To help maintain privacy please write your request on a privacy slip (attached or ask ask at reception), bring in a written note or enter a note on your phone.

Please destroy written notes securely.

Please complete all parts of the slip:



Full name:

Date of Birth.:

First line of address:

Reason/brief description for the purpose of your visit:

.....

.....

.....

.....

Is this an ongoing problem?

Have you seen a Dr before?

If so which Dr?

please tick if applicable

OTHER SERVICES YOU CAN CONTACT DIRECTLY WITHOUT SPEAKING TO YOUR GP

The following service can be contacted directly to support you with your health and wellbeing concerns. These services can treat, prescribe or redirect you to the correct service required.

DIRECTORY

AGE UK

- Health & Wellbeing
- Work & Learning
- Money & Legal matters
- Care and support

WEBSITE: WWW.AGE.ORG.UK/STAFFORDSHIRE
TELEPHONE: 01785 788499
EMAIL: INFO@AGUKSTAFFORDSHIRE.ORG.UK

CITIZENS ADVICE

- Benefits
- Relationships
- Discrimination
- Works
- Housing
- Tax
- Debt & Money
- Healthcare
- Education
- Law & Rights

WEBSITE: CASESTAFFS.ORG.UK
TELEPHONE: 0808 278 7977 (FREE)

COMMUNITY PHARMACY SERVICE

It is not always necessary to see a GP as community pharmacies are often trained to provide care for patients aged over one with the following conditions:

- Acute pain/sprains/strains/swelling
- Bites
- Colds/Flu/congestion
- Cold sore blisters
- Constipation
- Ear conditions
- Eye conditions
- Diarrhoea
- Haemorrhoids, rectal pain
- Hair loss
- Hay fever
- Headache/Migraine
- Heartburn
- Indigestion
- Infant Colic
- Mouth ulcers
- Nappy rash
- Oral thrush
- Ringworm/Threadworm/Scabies
- Skin Dressings
- Sleep difficulties or tiredness
- Skin Rash/Allergy
- Stings
- Teething
- Toothache
- Vaginal discomfort
- Vomiting or nausea
- Warts/Verrucae
- Wound problems
- Wrist pain or swelling

Some pharmacists can prescribe limited medication for some acute conditions. They will assess you and treat you accordingly or refer you to your GP if necessary.

STAFFORDSHIRE AND STOKE-ON-TRENT HEALTH VISITING & SCHOOL NURSING

Our teams are here to support parents, carers and young people to be healthy. We provide advice and support right through from pregnancy up until a child is 19.

WEBSITE: WWW.MPFT.NHS.UK/services/health-visiting-and-school-nursing/staffordshire-clinics/what-we-offer
TELEPHONE: 0808 178 0611



CHAT HEALTH TEXT SERVICE

Parents or young people can ask anything by texting and allows easy access to school nurse and health visitors too.

Young Person
Text
07520 615721

Parents
Text
07520 615722

HUMANKIND DRUG AND ALCOHOL SUPPORT STAFFORDSHIRE TREATMENT AND RECOVERY SERVICES - STARS

If you are ready to start your recovery journey from drugs or alcohol, their trained professionals can support you to reach your goals.

WEBSITE: HUMANKINDCHARITY.ORG.UK
TELEPHONE: 01283 741053
EMAIL: HUMANKIND.STARSEAST@NHS.NET

MEDICATION REVIEWS

We have a pharmacy team with 3 qualified clinical pharmacists and a pharmacy technician in practice.

The team monitor medication review, new medication and can help with medication queries, sort out issues related to medication, update medication after discharge from hospital. You will be contacted regarding any changes and routine reviews.

If you need advice please contact the practice via the website and you will be contacted with 48 hours.

MENTAL HEALTH ISSUES

Support for all forms of mental health issues including: depression, panic attacks, PTSD, health anxieties, social phobia and other mental health concerns.

South Staffordshire Emergency
24/7 Urgent NHS Mental Health Helpline:
TELEPHONE: 0808 196 3002
EMAIL: access.staffordshire@mpft.nhs.uk
Please note this is not a crisis helpline, if you need urgent help dial 999!

MINOR EYE CONDITION SERVICE

Service provided under the NHS for Distorted vision, red eyes, dry eyes, watery eyes, ingrowing eyelashes, eyelid lumps & bumps, blurred vision, flashers & floaters

WEBSITE: WWW.PRIMARYEYECARE.CO.UK
TELEPHONE: 0333 015 0122
LOCAL OPTICIAN PROVIDING THIS SERVICE:
ASDA OPTICIANS, BOOTS, JENKS OPTICIANS, MW PHILLIPS OPTICIANS, PHILIP HOWARD OPTICIANS, SPECASAVERS, VISIONS EXPRESS

SALT - SPEECH AND LANGUAGE

- Concerns regarding speech and language
- Assessment, advice, diagnosis (if appropriate) and therapy
- Parents can self refer their child if they have any concerns

WEBSITE: WWW.MPFT.NHS.UK/services/speech-language-therapy-services-children
TELEPHONE: 0300 790 7000 (24 HOURS A DAY)

SOCIAL PRESCRIBER

Social Prescribing is a method of linking people to non-medical support within the community, with the aim to improve wellbeing. The service is free of charge and available to anyone over the age of 18.

- Take control of your own health and wellbeing
- Support you to stop smoking or cut down on alcohol consumption
- Feel less lonely and isolated
- Feel more confident and less stressed

Self Refer by calling: 01827 59646