

NEWSLETTER



As we welcome the new year, we want to take a moment to reflect on the past year and express our gratitude for your trust and support. We are honoured to have been a part of your healthcare journey, and we look forward to continuing to serve you in the years to come.

As we move forward, we want to remind you of the importance of prioritising your health and wellbeing. The past year has reminded us of the importance of staying healthy and taking care of our bodies. Here are some tips to help you start the year off on a healthy note.

first things first...

Make sure you attend any annual health checks or screening that you are invited to, as, it will help you identify any potential health issues or manage existing conditions. Additionally, be sure to get any recommended vaccines or screenings. By prioritizing our health in the new year, we can set ourselves up for a happy and fulfilling year ahead.

next...

Focus on developing healthy habits such as regular exercise, a balanced diet, and getting enough sleep. Aim for at least 30 minutes of moderate exercise per day, and try to incorporate a variety of fruits and vegetables into your meals. Getting enough sleep is also crucial for maintaining good health.

Lastly ...

Don't forget about your mental health. Prioritize stress-relieving activities such as meditation, journaling, or spending time with loved ones. And if you are struggling with your mental health, reach out to a mental health professional for support. By prioritizing our health in the new year, we can set ourselves up for a happy and fulfilling year ahead.

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.

in this issue

- Welcome message
- Practice Clinicians/Staff List
- Health Visitor Update
- ARRS Roles and intro to Katy
- Winter Pressures 23/24
- Reception Staff & Behaviour
- Refurbishment update
- Annual reviews
- MMR
- Pharmacy List
- Friends and Family Feedback
- NHS App, Patients Access

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)

CLINICAL STAFF

We are delighted to introduce our clinicians that can support you with your health & wellbeing.

Matthew Howe - Specialist Paramedic Practitioner
Katy Parnham - Advanced Nurse Practitioner
Sian Gibbins - Practice Nurse
Dr. Mahipal Alumalla - Locum GP

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:

CHARLOTTE BARKER

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

COMPLIANCE COORDINATOR:

LAURIE PRIESTNALL

MANAGEMENT ASSISTANTS:

JANE MCMINN

PATIENT SERVICE TEAM LEADER:

KATY HOWES

CARE COORDINATORS:

NIA MULLEN (MANAGEMENT ASS.)

GEMMA COOPER

WORKFLOW COORDINATORS

AMANDA

RACHEL

PRACTICE ADMINISTRATORS:

ALISON

BONNIE

KATHERINE

SOPHIE

SUE

TRACEY

PATIENT DATA ADMINISTRATORS:

ANNE

EMMA

KATARZYNA

LAURA

LOUISE

MICHELLE

PATIENT SERVICES:

ALEXANDRA

ALLISON

ANN-MARIE

BECKY

EMILY

FIONA

GEORGINA

HAYLEY

JAYNE

JULIE

KATY

LAUREN

SHARON A



COMMUNITY SERVICES

DISTRICT NURSES: 0300 124 0347

MIDWIVES: 01827 263870

HEALTH VISITORS & SCHOOL NURSE:

0808 178 0611

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. All families will be offered a number of routine contacts, plus extra visits where needed.

You can find lots of useful information and how to contact us [here](#).



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

ADDITIONAL ROLES REIMBURSEMENT SCHEME (ARRS)

The Additional Roles Reimbursement Scheme (ARRS) is a program launched by the National Health Service (NHS) in England in 2019. Its purpose is to provide funding for newly created roles within primary care networks (PCNs). These roles include social prescribing link workers, clinical pharmacists, physician associates, and health and wellbeing coaches.

The aim of the ARRS is to support the NHS Long Term Plan by improving patient care and relieving pressure on general practitioners (GPs). By creating these new roles, PCNs can offer more comprehensive care to their patients, addressing not only their medical needs but also their social and psychological needs. This helps to reduce the workload of GPs, freeing up their time to focus on more complex cases.

The Hollies have embraced the scheme and we would like to introduce Katy, our Advanced Nurse Practitioner

WINTER PRESSURES 2023/24



The NHS experiences increased pressure during winter months due to the seasonal illnesses and injuries that arise. In preparation for the winter season of 2023/2024, the primary care objective is to reduce the burden on hospitals by providing patients with access to high-quality care in the community.

To achieve this objective, primary care providers will focus on increasing capacity and providing timely access to care for patients. This will involve expanding access to same-day appointments and improving the coordination of care between different healthcare providers.

To support with extra appointments, the Hollies Medical Practice have welcomed Dr Alumalla, a locum GP. Dr Alumalla has worked with us before and knows the Practice well.

In addition to extra sessions in practice we may offer you GP appointment at the Sir Robert Peel outpatients. Our reception staff will ask for more information from you to see if one of these appointments is suitable for your request. Please be assured our reception staff have the skills and knowledge to help direct your request to the best service for efficiency.

Q A

KATY PARNHAM



What is your official role?

Advanced Nurse Practitioner, AKA Nurse Practitioner, other staff shortened for ease, which is fine.

How many years in a clinical setting?

Qualified as nurse 19 years this year.

Can you prescribe or request prescriptions?

I can prescribe all medications and do repeats.

Can you do referrals? **Yes.**

Can you do med reviews? **Yes.**

Can you request bloods/tests/x-rays?

Yes, X-rays will be discussed before being requested.

What can't you do? **Sick notes.**

What else do you do to support the Doctors?

Attend meetings to review patients, care home ward rounds, home visits.

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

I worked in a number of settings, hospitals with experience in cardiology, community, exposing me to long term condition management like COPD & Heart Failure, then palliative - symptom control and end of life.

Fund fact about you.

Not sure really lol, I enjoy spending time with my family and travel.

In the Spring newsletter we will have a Q&A session with our **Specialist Paramedic, Matthew Howe** who can support patients with many of their health care requests.



PATIENT SERVICES



As the first point of contact for patients, the NHS receptionist plays an integral role in healthcare practices. Their knowledge of the NHS and its services is crucial in ensuring that patients are directed to the appropriate healthcare professional or service.

In addition to answering phone calls and scheduling appointments, receptionists are often responsible for checking patients in, verifying information, and updating patient records.

Receptionists also play a key role in ensuring that patient confidentiality is maintained at all times. They are trained to handle sensitive information and are responsible for keeping patient records secure. If you wish to discuss your request in private please tell the receptionist, alternatively bring in a note with your Name, date of birth & brief description of your request.

Overall, the knowledge and expertise of NHS receptionists are essential to the smooth running of healthcare practices. Our intention is always get our patients seen by the service most suited as soon as possible. We to help patients feel more comfortable and confident in seeking the care they need.

Know your words, know your actions

Care about us, caring for you. Our staff are human too. Support your NHS staff and stand with us against abuse.

Know your GP Surgery

Please treat our receptionists with respect and be aware we operate a zero tolerance behaviour policy and you could be deregistered.

Please take the time to visit our [website](#) for more information from the Staffordshire and Stoke-on-Trent ICS and the about the Know your words, know your action campaign.

BREAKING NEWS

REFURBISHMENT UPDATE

We have received the exciting news that our reception area will be included in the refurbishment and will commence early this year.



Refurbishment projects can be exciting opportunities to improve a space, but they can also cause disruptions and inconveniences. We are doing our best to keep the practice operating as usual please accept our sincerest apologies for any inconvenience caused.

We want to assure you that the refurbishment work is being done with the goal of creating a better and more comfortable environment for everyone.

We appreciate your patience and understanding during this process, and we hope that the end result will be worth any temporary inconvenience.

MMR We will soon be carrying out a catch up campaign for 2 - 25 year olds who haven't had their MMR vaccine. Individuals aged 18 months and over who have not received MMR should will be offered two doses at least one month apart.



Any individual who has already received one dose of MMR should receive a second dose to ensure that they are protected.

APPOINTMENT SLOTS

Over the last 2 months we have delivered a total of:



9380
FACE TO FACE
APPOINTMENTS



1812
TELEPHONE
APPOINTMENTS



If your nominated pharmacy is unable to supply all or some of your prescription you can contact any pharmacy to check their medication stock and they can dispense your medication for you.



You can also change your nominated pharmacy on our website, on the NHS app or request this with your GP.

PHARMACY CONTACT LIST

Aldergate Pharmacy	01827 768129
Asda Pharmacy, (Ventura Park)	01827 302210
Boots, Ankerside	01827 62032
Boots, Ventura	01827 312631
Crest Pharmacy, Albert Road	01827 63608
Crest Pharmacy, Aldergate	01827 63118
Crest Pharmacy, Dosthill	01827 280647
Crest Pharmacy, Fazeley	01827 262488
Easons Pharmacy, Wilnecote	01827 280837
Exley Pharmacy, Belgrave	01827 261442
Lloyds Pharmacy	01827 892313
Lloyds Pharmacy, Dordon	01827 892496
Lloyds Pharmacy, Kingsbury.....	01827 874927
Magrath Pharmacy, Glascote	01827 288032
PCP Direct (Springpharm), Tamworth	01827 702042
Peak Pharmacy, Amington	01827 65933
Prescription Care Services, Lichfield	01543 432434
Primary Care Pharmacy, Tamworth	01827 702044
Stonydelph Pharmacy, Stonydelph.....	01827 896464
Tamworth Pharmacy, Leyfields	01827 64510
Well Pharmacy Co-op, Tamworth.....	01827 62201

NHS FRIENDS AND FAMILY SURVEY

The NHS Friends and Family Survey is a national initiative that aims to gather feedback from patients about the quality of care they received during their visit. The survey was introduced in 2013 and since then has been used by almost all NHS hospitals, GP surgeries, and other healthcare providers in England, Wales, and Northern Ireland.

The survey asks patients to rate their experience and are also given an opportunity to provide feedback on what they liked and what they didn't like about their care. The survey is anonymous and voluntary, and patients can choose not to participate if they wish. Click [here](#) to participate.

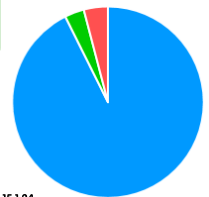
The results of the survey are used by healthcare providers to identify areas for improvement and to measure progress over time. The survey also helps to promote transparency and accountability in the NHS, and provides patients with a voice to share their experiences and opinions. Overall, the NHS Friends and Family Survey plays an important role in helping to improve the quality of care provided by the NHS.

The Friends and Family Test

Thank you to all 885 patients completed our 'Friends and Family Survey'. We truly appreciate your time and effort in completing the survey and providing us with your valuable opinions.

- Very good/Good 93%
- Neither good nor poor 3%
- Poor/Very poor 4%

Your feedback is crucial in helping us improve our services.



Reported data as of 21.9.23 - 15.1.24

ONCE A PHARMACY HAS DISPENSED ONE ITEM FROM YOUR PRESCRIPTION THEY MUST DISPENSE ANY OUTSTANDING ITEMS.
If you wish to use another pharmacy check with your nominated pharmacy that your prescription is available on the NHS spine system for other pharmacies to access.

AVOID THE QUEUES

Try the online systems available

The NHS app and Patient Access are both digital platforms that allow patients to manage their healthcare online. The NHS app is a mobile application that provides a range of services to patients, including booking appointments, ordering repeat prescriptions, and viewing their medical records. It also includes a symptom checker and information about local health services.

Patient Access, on the other hand, is a web-based platform that allows patients to book appointments, order repeat prescriptions, and view their medical records. Please be aware that some options may not be available immediately and are dependent on the practice.

The purpose of these platforms is to provide patients with greater control over their healthcare and make it easier for them to access services. By allowing patients to manage their healthcare online, they can avoid long waiting times on the phone or at the doctor's office. This can save patients time and reduce the workload of healthcare providers.

Another important benefit of these platforms is that they allow patients to access their medical records online. This can be particularly useful for patients with chronic conditions who need to keep track of their health information. By having access to their medical records, patients can ensure that their healthcare providers have all the information they need to provide the best possible care.

Overall, the NHS app and Patient Access are important tools that help to improve patient care and make healthcare more accessible. By using these platforms, patients can take an active role in their healthcare and stay informed about their health.

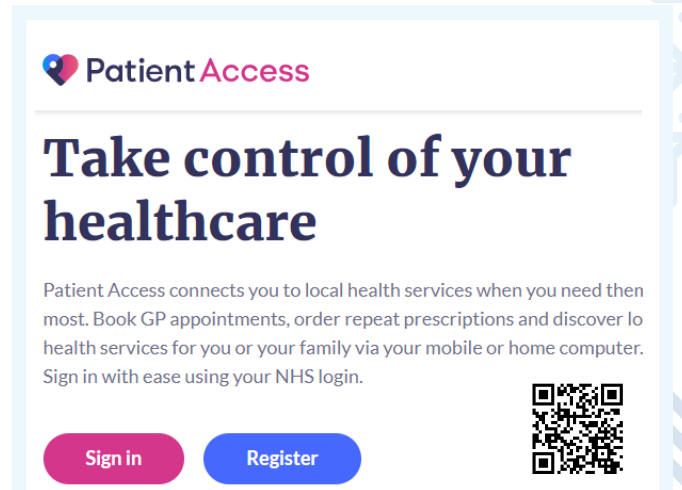


Do more with the NHS App!

Access your NHS services

QR code

NHS App



Patient Access

Take control of your healthcare

Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer. Sign in with ease using your NHS login.

Sign in Register

QR code

THE HOLLIES MEDICAL PRACTICE WEBSITE AND DASHBOARD

WWW.HOLLIESMEDICAL.CO.UK

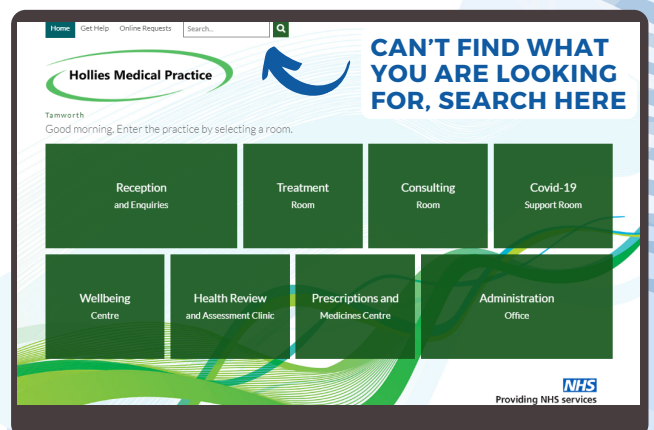
Our website is full of useful information that can guide you to the care you need, from self care advice, appointment requests, prescription request and much more.



All enquiries that we receive via our website are logged on our internal dashboard system and your enquiry will be given a lead time from one to five working days depending on the enquiry made. If you have not heard back within 5 days please check your junk email before contacting the practice.

You will not be asked to create an account or remember any passwords as long as you enter your details correctly we will contact you.

Over the last 12 weeks our website requests have relieved our telephone lines from 4455 tasks. All will have been processed by our amazing admin team that ensure your enquiry is handled efficiently.



Hollies Medical Practice

Tamworth

Good morning, Enter the practice by selecting a room.

Reception and Enquiries	Treatment Room	Consulting Room	Covid-19 Support Room
Wellbeing Centre	Health Review and Assessment Clinic	Prescriptions and Medicines Centre	Administration Office

Search bar: Home Get Help Online Requests Search...

QR code

NHS Providing NHS services