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## Sutton Coldfield Group Practice

Welcome to the first issue of the SCGP patient newsletter. This will be a quarterly newsletter and we will aim to incorporate as many items of interest each time. If there are articles you would like to see in future newsletters please let your practice know your suggestions and we will do our best to incorporate this. We hope that you find this newsletter to be informative and useful.

We would like to take this opportunity to thank every patient of SCGP for their dedication and commitment to SCGP during our first year of merger and beyond. We are now in a phase of working towards standardised processes and ways of working across SCGP and making progress in the implementation of best practice to ensure the best possible service for all patients of SCGP.

## Telephone Assessments

The appointment redesign process is well underway. A proposed telephone triage appointment system is now being actively trialled within SCGP. This has received very positive feedback from the clinicians who have completed these assessments so far.

The key features of feedback received are that the clinician can complete a higher number of consultations, more efficient way of working, less stressful for both the patient and the clinician and all patients who then needed a face to face appointment were able to receive an appointment the same day that suited all.

In parallel with this project we are also addressing how to improve the telephone systems. To deliver this service we will be using one system across all sites. Feedback from patients has been considered to ensure a better service for all.

## Social Prescribing

For this scheme there will be a well-being worker available at all sites soon to which patients can self-refer, literature and information is available at every reception. The purpose of this scheme is to meet the non-medical needs of patients via the charity sector, using singing groups, walking groups etc. to ensure patients can live a fulfilled life within the community.

This is a proactive and positive scheme of which SCGP are very pleased that we can support to ensure our patients receive the best possible care.

## Patient Feedback

So that we can gain as much feedback from patients as possible compliments and comments books have been implemented at every site reception. All feedback is appreciated. We are also encouraging patients to complete friends and family tests via our websites.

Any feedback can also be submitted by the NHS Choices website under your specific site, all comments are welcome.

## Health Reviews

Letters are regularly being sent to contact any patients who are due a health review. If you receive a letter please ensure to contact your surgery to enable SCGP to provide the best possible continuity of care for all patients.

## Carers/Dementia

We are about to implement a service called Dementia Connect at all sites. The purpose of this is to further extend the clinical care offered to patients living with dementia.

This is a specialist service offered by the Alzheimer's Society and commissioned by the CCG which works in tandem with other health and social care professionals to develop personalised plans for patients and their carers.

The aim of the service is to provide timely information, advice and support to people living with dementia and their family carers throughout their journey with dementia. This will enable people to live well in their own homes for as long as possible and giving ongoing support.

If you are interested in this service please register your interest with reception.

We are also about to commence with a carers champion. This will see a specific staff member who will be a contact for all patients of SCGP who are carers. This will be to ensure that all patients are aware of what additional health aspects they may have access to and as a guide for help within the community.

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## Ley Hill

The extensive building renovations have now been completed at Ley Hill. This has involved creating additional car parking spaces and extra capacity with an additional 5 rooms. These include new larger style consultation rooms and a well-being suite.

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## Safeguarding

Training has recently been completed across SCGP for clinical staff relating to domestic violence and abuse. We now have an assigned IRIS worker, Lizzie Bull. Any patient that presents with concerns about domestic violence and abuse will then be referred and an appointment to see the patient at their base site will be booked in.

Patients can check in at reception for an appointment with Lizzie Bull just like they would for any other clinician at an SCGP site. Having a named worker operating within SCGP should make the help and support these patients require much more accessible. This is an invaluable service to help provide the vital support needed by some of our most vulnerable patients.

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## AGM

The annual general meeting of the patient participation group will be taking place on Monday 25<sup>th</sup> March, 6pm at Mere Green Library. Present from SCGP at this meeting will be the Business Manager and some board members.

This is an opportunity for patients to present their views and to hear more about the future of SCGP. All patients of SCGP are welcome. Applications to join the patient participation group are welcome.



A list of GP partners is available on request

**Our Health Partnership**

OHP A healthy future for patients and practices