



OLD MILL SURGERY



Old Mill Surgery Winter Newsletter

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Opening Times –

8.00am – 6.30pm. Please be aware we close between **12.30pm-2.00pm** for our staff to catch up on any admin and take their lunch.

We offer extended hours before 8am between Monday-Friday. Please ask for an appointment at the reception desk.

These appointments are primarily for those people who cannot get to the surgery during our normal working hours for example; people who work full time or late into the evenings; people who need to be brought to the surgery by friends/relatives who work.

We would like you to be aware that these extended hours will ONLY be for appointments that have been booked in advance or for emergencies.

Drs Lakshmi & Garala
{ **HYPERLINK** "<http://www.oldmill.org.uk>" }



Christmas & New Year Closing Days



We will be closed the following days over Christmas-

Monday Dec 26th
Tuesday Dec 27th
&
Monday Jan 2nd

WE ARE HOLDING DAILY CLINICS WITH OUR NURSES FOR PNEUMOCOCCAL, SHINGLES AND INFLUENZA VACCINES TO ENSURE WE CAN VACCINATE AS MANY PATIENTS AS WE CAN. IT IS VERY IMPORTANT THAT IF YOU ARE INVITED TOO, YOU SHOULD ATTEND TO HAVE YOUR VACCINE!



DO YOU HAVE A CHILD AGED 2-3? CHILD IMMUNISATIONS ARE VERY IMPORTANT TO ENSURE YOUR CHILD IS PROTECTED FROM SERIOUS ILLNESSES. IF YOU HAVE RECEIVED INVITATIONS FROM US PLEASE ENSURE YOU ATTEND FOR YOUR CHILD'S APPOINTMENTS!

Believe you're eligible?
Call the surgery after 4pm tue-fri to query.

DON'T KNOW HOW?
CALL AFTER 4PM TUE-FRI TO ASK ONE OF OUR TEAM!

WE RECOMMEND ALL OF OUR PATIENTS TO BE SET UP FOR ONLINE SERVICES! OUR FAVOURITE IS THE NHS APP, WHERE YOU CAN EASILY VIEW YOUR MEDICAL RECORD, GP AND HOSPITAL APPOINTMENTS, AS WELL AS YOUR COVID VACCINE RECORD!

OUT OF HOURS SERVICE - NHS 111 SERVICE

NHS111 makes it easier for you to access local NHS healthcare service. You can call 111 when you need medical help fast and not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time and is available 24 hours a day, 365 days a year and call from landlines and mobiles are free. NHS 111 will have access to GP appointments here as from 1st April 2019.



EPS (ELECTRONIC PRESCRIPTION SERVICE)

This is an NHS Service. It gives you the chance to change how we send your prescription to the pharmacy you choose to get your medicines from. We are now compliant with this service. Please speak to your local pharmacist who will organise EPS for you. You will not have to visit us to pick up your paper prescription, we will send it electronically to the pharmacy you nominate, saving you time. You can choose a pharmacy where you live, work or shop. You may not have to wait as long at the pharmacy as your repeat prescriptions will be there for you ready before you arrive. Please talk to your Pharmacist. Controlled Drugs are now approved to be sent electronically

NEW TELEPHONE SYSTEM

We have recently implemented a new telephone system, when calling the surgery, please listen to the options carefully as you will now be triaged to the correct department. When calling for test results please call between Tue-Fri after 4pm so that non urgent calls don't hold up the lines for clinical emergencies. We have already received great feedback regarding the wait times to speak to a Patient Service Administrator.

RAPID HEALTH

There is a new link on our website called 'RAPID HEALTH' this is a triaging service where patients can input their needs (medical or admin) and the service will triage any medical requests giving our team the correct instructions for the patient's needs.

PATIENT ACCESS TO THEIR GP RECORD

All practices are required to promote and offer the facility for patients to view online, export or print any summary information from their records relating to medications, allergies, adverse reactions and any other items agreed between the contractor and patient.

The Practice offers On-line access to patient records. This may help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday. If you decide to join this service please ask the receptionist to give you an information leaflet and registration form, we will require ID verification.

There is no charge for providing copies of your medical records.

APPOINTMENTS

We are currently offering what we call a blended system, which means all of our GPs are offering Face to Face same day appointments, however if you would prefer a phone call, we can alter the slot to accommodate this, if you are unavailable to come into surgery for your appointment, please call and ask for your appointment to be changed to a Telephone. Urgent appointments are opened when the surgery opens at 8.00am and 2.00pm every day, these can fill up very quickly after the phone lines open. We have employed a Locum to help us cope with appointment demand, and are now offering extended access telephone appointments based at **Red Roofs Surgery** from Monday-Friday between 6.30pm-9.30pm including Saturdays for face to face appointments with a GP or nurse where earlier appointments are available. Our Patient Service Administrators are trying their very best to accommodate patients with appointments so please bear with us. They have the responsibility of triaging patients so they are seen by the appropriate clinician. There will be changes to appointment access coming soon as part of The Primary Care network requirements.

DRS IN TRAINING & LOCUM DRS

Dr Ammar Shabbir is now a salaried GP. We have 2 GP registrars currently in training with us. We have a Locum GP working in the practice- Dr Liddar- which helps with the workload for salaried GPs.

We now have 3 advanced Nurse Practitioner's Ann Randall, Emma Tarling and Jackie Flamson who are supporting the GP'S. They can see most urgent appointments and can prescribe. You may be required to see them if you require an urgent appointment.

MEDICAL STUDENTS

We have Medical Students working in the practice alongside GP's on a Monday, Tuesday, Wednesday and Friday. You may be asked if you object to their presence during consultation. They are here to learn but if you feel uncomfortable about them being present please tell the receptionist.

NHS ENGLAND - HOW INFORMATION ABOUT YOU HELPS US TO PROVIDE BETTER CARE

Confidential information from your medical records can be used to help the NHS to improve the services offered so we can provide the best possible care for everyone.

This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, Please speak to practice staff or ask at reception for a copy of the leaflet "How information about you helps us to provide better care"

For more information visit the following website: { [HYPERLINK "http://www.nhs.uk/caredata" }](http://www.nhs.uk/caredata) }

IMPROVING CARE

The Quality and Outcomes Framework (QOF) means that we invite many patients into the Practice for relevant tests and reviews to help keep them healthy despite suffering from conditions such as Diabetes, Asthma, Heart Disease, Hypertension etc.

From time to time you will get a letter from the Practice asking you to attend for these reviews or tests which are important for your health.

Please respond if you are sent an invitation and make an appointment as soon as you can. Members of staff are available if you wish to discuss any tests or reviews which you are asked to have. If you are not sure if you need another test, please do ask us rather than throwing the reminder letters away.

CARE QUALITY COMMISSION We achieved a 'Good' rating!!



We are registered with the Care Quality Commission (CQC), they are the independent regulator of health and social care services in England. They make sure that the standard of care we deliver meets government standards. They inspected the Practice in OCTOBER 2022 to check if the standards are being met or not, they asked people about their experiences of care, talked to our staff and checked that we have the right systems and processes in place. They checked we are meeting the required standards and publish their findings on their website. Please visit their website for more information. They now inspect and update our rating regularly on their website { [HYPERLINK "http://www.cqc.org.uk/" }](http://www.cqc.org.uk/) }

THANK YOU TO OUR PPG GROUP!

We raised £180!

Thank you to all our patients who took part in raising funds to purchase new toys for the children play area, we raised £180! All proceeds will go towards toys and improving the play area in the waiting room!



Raising Money for Charity!

The PPG group have also set up a "Bring and Swap" book section in the waiting area. Please feel free to contribute books for the scheme. There will be a registered charity box available for any donations when taking a book.

**PATIENT PARTICIPATION GROUP
JOHN SMALLWOOD IS CURRENTLY THE CHAIR OF OUR PPG!
WE CURRENTLY HAVE 7 MEMBERS IN OUR GROUP AND APPRECIATE THE JOINING OF NEW MEMBERS GREATLY!
CALL THE SURGERY TO FIND OUT HOW TO JOIN OUR PPG**

CARERS

Do you look after someone who is ill, frail, disabled or mentally ill?

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often 'hidden' looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by the way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a Carer, you are also entitled to have your needs assessed by Adult Care Services. A Carer's Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for this assessment.

If you are a Carer, Please ask at reception for a Carers Pack, Which you can complete to let us know about your caring responsibilities.

FRIENDS AND FAMILY TEST

The NHS { HYPERLINK "<https://www.iwantgreatcare.org/gpsurgeries/old-mill-surgery-1>" } is a way of gathering your feedback, so we can continually review our service. Your feedback will help us learn more about what you think of your experience, what you like and what you think we could improve. Ultimately you are helping us to make changes that will ensure we can offer the best possible care. We will be sending out SMS messages to your mobile phones where you can follow the link to complete the Friends and Family survey. The questionnaire is also now available on our website. If you have any appointments or any interactions with one of our staff, please try your best to complete the questionnaire.

This will be discussed with the Patient Participation Group and as a Practice to identify any trends

DERMATOLOGY

The practice now hosts the NHS Community Dermatology on a Wednesday for both registered and un-registered patients. The service manages their own bookings and appointments. GP's from all around Nuneaton and Bedworth area refer their patients to this service. If you are interested in this service please call the surgery to book a routine appointment with the GP so you can be referred accordingly.

NAMED GP FOR PATIENTS AGED 75 AND OVER

It is a requirement for all patients aged 75 are allocated a named GP who will have overall responsibility for the care and support that our surgery provides to them. From April 2015 all patients will be allocated a named GP and the patient will be informed as follows if we need to contact you by letter you will see your named GP on the letter. You can also ask at the reception desk to find out who your named GP is. If you are one of our patients in this age group you will have already been given a named GP who has overall responsibility for the care and support that our surgery provides to you, this does not mean you can only see your named GP you can see any GP of your choice in the Practice. The GP will also work with other relevant health and care professionals who are involved in your care to ensure that your care package meets your individual needs. All patients have been notified of their named GP and offered an over 75 health check, if you receive a letter please ensure you book an appointment for your health check with the Health Care Assistant at the Practice, it is also important that you have these checks annually and your medication reviewed. We continue to contact all patients that become 75 with a named GP and an offer of a health check. If you have any questions or you have not received your letter please contact the surgery on 02476 382554
Sharon Roberts (Practice Manager)

SMOKING STATUS

We would be grateful if you would let the practice know your smoking status, as this is important information needed to keep your medical records up to date.

OSTEOPOROSIS

We now run specific osteoporosis clinics. If you are elderly, had falls, had a hysterectomy, smoke ect speak to the receptionists or practice nurse.

We can organise treatment to prevent future bone fractures.

This vaccination is to protect you from serious forms of pneumococcal infection. If you are over 65 and have not received the pneumococcal vaccination please contact the Surgery and make an appointment to see the Practice Nurse.



INSULIN INITIATION

The Diabetic Nurse now offers this service. This will be discussed with you at the time of your appointment if insulin is required.

OLD MILL SURGERY WEBSITE

We have had a website for some time. It gives lots of information about the Practice. You can also translate the website to your preferred Language. Visit us { [HYPERLINK "http://www.oldmill.gp"](http://www.oldmill.gp) }
www.oldmill.gp

POD ARE INTRODUCING A TEXTING SERVICE

The POD have introduced a text messaging service, where if you text
REPEAT

Your name & DOB

GP Surgery name

To 07903586972

They will request your medication for you!



GP REGISTRARS & MED STUDENTS

As a training practice we provide training for GPs and Medical Students. GPs are often in training for 6-12 month periods, and see patients face to face and offer telephone consultations. Medical students train alongside a GP tutor in the practice and we encourage our patients to accept appointments with them to assist their training

RUNNING LATE

Please bear with us when we run late, we are aware it can be very frustrating but it usually because one or more people before you have needed more than the ten minutes allocated. We like to provide patients with all the medical and emotional care that they need and sometimes this can take time.

ADDRESS & TELEPHONE NUMBERS

Please let the Surgery know if you change your address or telephone number as this information is vital when we need to contact you. We spend a lot of time trying to trace contact telephone numbers particularly if we need to change an appointment & also let the receptionist have your up-to-date mobile number. We can send appointment reminders also reminders for screening appointments etc direct to you phone.

WE WOULD LIKE TO WISH ALL OF OUR PATIENTS
 AND STAFF A VERY MERRY CHRISTMAS AND A HAPPY
 NEW YEAR!



MEET THE TEAM

Practice Manager

Sharon Roberts

IHSM, TDLB 32/33 NVQ Assessor

Doctors

DR Subba Parvataneni- female

MBBS 2002 (NTR) MRCGP (2007) DRCOG (2006)

DR Lushin Garala- male

MB ChB (Leicester University 2010) MRCP, MRCGP

DR Emily Rowe- female

MB ChB 2011 University of Warwick

DR Ammar Shabbir- male

MB ChB 2012 University of Liverpool

Locum GP's

DR Yetunde Adanike- female

DR Gurpal Liddar- male

2 GP registrars

Emma Tarling

ANP-RGN - 1996 Independent / supplementary prescribing - 2013 Diplomas

Ann Randall

ANP-Registered Nurse 1999 Nurse Independent/Supplementary Prescriber 2006

Jackie Flamson

ANP- Registered Nurse

Practice Nurses

Jackie Davies

RGN-DIABETES-CANCER

Audra Sweet

RGN-SEN-ARTP-SPIROMETRY-COPD-ASTHMA

Christine Hammersley

RGN-SPIROMETRY-ASTHMA

Emily Sweet

PDG-DIABETES-COPD-ASTHMA

Carol Loughran

NVQ Care level 3-HCA

Additional Healthcare Staff

Team of District Nurses

Team of Midwives

Team of Health Visitors

Team of Dieticians

Dominic price-Physiotherapist

Louise Seager-Clinical Pharmasist

Faisal Pervaiz-Clinical Pharmasist

Karen Ashby-Social prescriber

Erica Waters-Care-coordinator

Practice Staff

Tracey Taylor

Secretary

Wordprocessing RSA1, RSA2 part 1&2, RSA 3 part1

Emily Belcher

Office Manager

Business and Administration NVQ Level 3

Stacey Flanagan

NVQ Level 2

Daniel Savage

IT Lead- Business and Administration NVQ Level 3

Patient Service Advisors

Bernadette Duggan

Lynn Mcewan

Laura Pemberton

Denise Brown

Barbara Nicholls

Theresa Bamford

Lauren Hammersly

Lauren Webb

Carol Gallagher

Clair Bradbury

Chloe Cook

Apprentices

Grace Barr

Tamara Watts