

Patient Newsletter Edition - April 2019

What is changing at Hodge Hill Family Practice?

From 12th May 2019, pharmacies will no longer be able to order prescriptions on behalf of patients at this practice. If this change affects you please make arrangements to order your own prescriptions directly from the surgery. You or your carer can request your repeat prescription from the surgery in the following ways:

- On-line - the surgery offers on-line prescription ordering and appointment booking. Please ask reception for further details.
- By dropping your request in the prescription box at the surgery.
- By post.

Why is this happening?

Unused prescription medicines cost the NHS in England at least £300 million per year. Did you know that £300 million could help pay for:

- 80,906 MORE hip replacements*
 - 101,351 MORE knee replacements*
 - 19,799 MORE drug treatment courses for breast cancer*
 - 11,778 MORE community nurses*
 - 300,000 MORE drug treatment courses for Alzheimer's*
- *based on average costs

Most patients are able to take responsibility for ordering their own repeat prescriptions. This is safer, and evidence from other areas in the country shows that it may reduce medicines waste.

Only you (or your carer) know what medicines you have already. When ordering repeat prescriptions please check what you have at home and avoid stockpiling medication. You will need to allow at least 48 hours for the prescription to be processed (excluding weekends).

NOTE – If you request your prescription on a Friday afternoon, or at the weekend, your prescription may not be available until the following Wednesday.

What is not changing?

Pharmacy prescription collection and delivery schemes will not be affected by this change.

Contact information

Address:
Hodge Hill Family Practice
Roughlea Avenue
Hodge Hill
Birmingham
West Midlands
B36 8GH



Telephone:
0121 661 6961

Email: hodgehill.familypractice@nhs.net

Website:
www.hodgehillfamilypractice.co.uk

If you have signed up to have your prescription sent electronically to the pharmacy, this will also not change.

How do I find out more?

Please ask for a letter at reception.

If you feel you might need support ordering your repeat prescription, or you know someone who might need help, please contact the surgery.

Key Advice

- **Check your medicines before you leave the pharmacy**
- **Don't tick it, if you don't need it**
- **Check what medicines you have at home before you order more**
- **Everyone has a part to play to reduce medicines waste**

Mini Medics Training Courses

We are providing mini medics training courses for children between 6 years to 12 year, once every half term. If you are interested in your child attending basic lifesaving training, please ask at reception and they will be happy to let you know further information regarding the next training session. These sessions fill up quickly and are offered on a first-come-first-serve basis.



We welcome your feedback

Thank you to all our patients who provide us with feedback about the care we provide. All feedback is vital in helping us to understand how our services are performing and where improvements can be made.

There are several ways to share feedback with us:

- Complete an online patient online questionnaire by visiting our website at www.hodgehillfamilypractice.co.uk
- Pick up a family and friends questionnaire from reception desk
- Have more of a say by joining our Patient Participation Group (PPG). Members attend friendly meetings every 8 weeks with practice staff to drive the PPG forward with its initiatives and help refine the services we deliver. For further information, please ask reception.

Register for our Online Services

We are encouraging all our patients with internet access to register for online appointments bookings, cancellations, requesting repeat prescriptions and access to blood results. To register you will need to collect an application form from reception. You will also need to show us a valid photo ID (passport or driving licence) and proof of address.

Annual Health Reviews

Annual reviews for Asthma, diabetes and hypertension are taking place. Please book your appointment via reception on **0121 661 6961**.

NHS Health Checks

The NHS Health check is a health check-up for adults in England aged 40-74. It is designed to spot early signs of stroke, kidney disease, heart failure, type2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions.

If you are aged between 40 and 74, please contact our reception team and book a free NHS health check.

WHO DO YOU NEED TO SEE?

Have you had to wait for an appointment?

Many doctor's appointments could have been dealt with by other healthcare professionals. Have a look at our useful signposting guide below to help find the most appropriate healthcare professional for your condition:

Nurse Practitioner	<ul style="list-style-type: none">• Chest infections• Coughs and colds• Sore throats• Diarrhoea and sickness• Earache and blocked ears• Minor injuries• Urinary tract infection	<ul style="list-style-type: none">• Minor rashes, eczema• Untreated haemorrhoids• Conjunctivitis• Morning after pill• Heartburn• Hay fever• Insect bites• Verrucas and warts
Practice Nurse	<ul style="list-style-type: none">• Long-term condition management<ul style="list-style-type: none">» Asthma / COPD, diabetes, hypertension• Contraception• Wound dressing and suture removal	<ul style="list-style-type: none">• Childhood immunisations• Cervical screening• Flu vaccinations• Blocked ears• Health promotion• Travel advice and vaccinations
Healthcare Assistant	<ul style="list-style-type: none">• Blood tests• Blood pressure checks• Electrocardiograms (ECGs)	<ul style="list-style-type: none">• Wound dressings• Referral for smoking cessation• New patient checks
Clinical Pharmacist	<ul style="list-style-type: none">• Medication reviews• Hospital medication changes• Prescribing for long-term conditions	<ul style="list-style-type: none">• Repeat prescription reviews• Prescription queries• Prescribing acute requests
Your local pharmacist	<ul style="list-style-type: none">• Most minor illnesses can be seen by your local pharmacist	