

## **MGS MEDICAL PRACTICE**

**PATIENT PARTICIPATION GROUP (PPG)  
affiliated members N.A.P.P (National Association for Patient  
Participation)**

**Welcome to this, our Newsletter of November 2024**

**Thursday 5<sup>th</sup> December 2024 come and join us at our Christmas fete  
12.30pm-4pm, monies raised will be given to Cancer services and  
Dementia services**

**Continue to support us with using digital services -use the  
NHS APP, and online triage forms**

Appointments will be booked with clinicians and or services available  
based on clinical triage.

**Let us know if you need help completing the online services.**

### **Did Not Attend**

Please remember to cancel your appointment if unable to attend, so  
many appointments wasted when patient does not attend, this  
appointment could have been offered to another patient

**NHS website [www.nhs.uk](http://www.nhs.uk)** where you immediately see 'Health A – Z'  
which lists hundreds of health conditions in alphabetic order.

Did you know..... You can visit

<http://wolverhampton.gov.uk/win> to get help, advice and support in giving  
up smoking, getting healthy, losing weight, keeping you family healthy,  
sexual health, managing stress, financial worries and much more

### **Carers Support Services**

If you look after anyone with ill health at home you could be classed as a  
carer. Please let us know if you do, as you are eligible for a health check  
to keep you well plus support from local agencies and specifically  
Wolverhampton's Carer Support Service. They can make sure you have  
all the support you need at home and all the services are in place to help  
you are your loved one.

**GDPR – General Data Protection Regulations 2018** Please be advised that all staff are highly vigilant about people other than the patient ringing or coming in trying to ask about patient information. If you deal with a family member/persons medication, ring for their results or generally deal with their healthcare on their behalf we need to ensure that we have written and verified consent on their records for you to do this. please do not ask someone else to manage your healthcare or ring on your behalf without consent as it will be refused. All staff maintain up to date mandatory training in this area.

Shared care record

Medical examiner service/New digitalised records

**Please make sure you are up to date with your vaccinations and immunisations and Cervical smears- please contact us and book an appointment we offer range of appointment times.**

A collaborative project between MGS Medical Practice and specialist palliative and bereavement support provider Compton Care achieved 'Highly Commended' in the 'GP Practice of the Year' category in the Daffodil Standards Awards. The awards were launched by Marie Curie and the Royal College of General Practitioners (RCGP) in 2023, to identify and recognise the best end of life care practice by GPs and practice teams-please see press release

**[Do you know how to reduce your risk of developing cancer?](#)**

Macmillan Cancer Support, the campaign aims to get communities talking about the signs and symptoms of cancer and to understand the screening options available.

**[Be Clear on Cancer](#)**

**Knowing the Signs of Cancer could save your life**

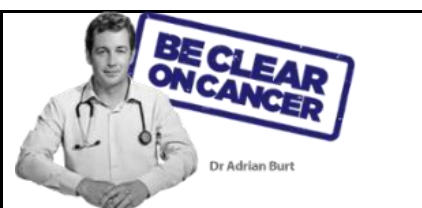
If you spot any signs of cancer, please do not hesitate go to your doctor to get it checked out. You're not wasting anyone's time, and if it isn't serious, your mind will be put at rest. But if it is cancer, early diagnosis can make all the difference. The sooner cancer is detected, the better the chances of successful treatment.

Stay safe during the hot weather, make sure you have skin protection

**Skin cancer**

Finding skin cancer early means its easier to treat.

<https://www.nhs.uk/conditions/melanoma-skin-cancer/symptoms/>



**Stop smoking  
Start saving**

Join the thousands of people who are stopping this October.

**NHS**

Download the free NHS Quit Smoking app to get started.

GET IT ON Google Play | Download on the App Store

**STOP TOBER** | **Better Health** Let's do this

Giving up smoking is one of the best things you'll ever do for your health. There are lots of other benefits too, and they start almost immediately.  
After 20 minutes

Check your pulse rate, it will already be starting to return to normal.  
After 48 hours

All carbon monoxide is flushed out. Your lungs are clearing out mucus and your senses of taste and smell are improving.

Download the NHS Quit Smoking app to get started, let your friends and family know so they can support you.

For further information go to the links below

<https://www.nhs.uk/live-well>

<https://www.1centralhealth.co.uk/livewellwolverhampton>

call or text the word 'QUIT' to 07378 768046 and one of the advisors will contact you

NHS Healthchecks and weight management referrals-come and ask us about this service

## **Dementia services**

### **Admiral Dementia Nurse came to speak to us about Dementia and services available**

Admiral Nurses provide the specialist support that families need to face dementia. When things get challenging or difficult, Admiral Nurses work alongside families, carers and people living with Dementia giving the compassionate one-to-one support, expert guidance, and practical solutions to families with high complexities, helping them to live more positively with dementia in the present, and to face the challenges of tomorrow with more confidence and less fear

Admiral Nurses are continually trained, developed, and supported by Dementia UK, and offer their skills to further enhance the level of expertise with local health and wellbeing departments, though raising awareness of Dementia and supporting professional development.

Both Admiral Nurses Team lead Stacey Harrison (RMN) and Wonda Heritage (RMN) have special interest in Dementia Care and look forward to working alongside you to continue to improve the experience for those caring and living with Dementia.

The Admiral Nurse Service is based at Brooklands Health Centre, Brooklands Parade, Wolverhampton, WV12ND Monday – Friday 8am- 4pm (excluding bank holidays)

They can be contacted on 01902 442422. Emails are

[bchft.adminadmiralnurse@nhs.net](mailto:bchft.adminadmiralnurse@nhs.net)

**If you require an Admiral Nurse, please discuss with your GP and request a referral**

### **Practice invited to attend the Dementia Action Alliance Group**

[Compassionate Communities UK – A CommUnity of Practice – sharing, learning, connecting](#)

[Together in dementia everyday. When no one else was here for me, tide were beside me](#)

## **Zero Tolerance**

The practice takes it very seriously if any of their staff are treated in an abusive or violent way.

The governments Zero Tolerance campaign for Health service staff, states GP's and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place.

Very often staff are dealing with multitude of tasks and situations all at the same time. Sometimes some patients do not always act in a reasonable manner and staff do understand this and will deal with situations appropriately.

However, please be aware that aggressive behaviour and deliberate damage to premises will not be tolerated and may result in the patient being removed from the practice list.

Feedback from family friends surveys 2024 in addition to national and local surveys in 2024 showed we had made further improvements confidence with healthcare professional, offered enough time and support, choice of appointment, felt health needs met during last general practice appointment, choice of online services.

We will continue to make improvements, encourage and support the use of online/digital services, telephone system and further staff training- we are listening to our patients

### **New Telephone system is much better for reasons below:**

We upgraded our telephone system January 2022. We started form based clinical triage and using online services.

The new telephone system has reduced call waiting time, and the use of form based clinical triage and using online services has reduced the volume of telephone calls, patients are being seen based on clinical need and any other queries are also been dealt with in timely manner.

The calls are recorded for training and monitoring purposes and there are sophisticated reports that enable us to accurately monitor call volumes. Identify peak times and adjust staffing levels as best we can.

We in addition in 2023 invested in Patient Partner this is a remote service where they answer telephone calls and queries and signpost patients to the appropriate services and clinicians. This allows reception staff on site to deal with queries face to face and deal with information received via online services.

August 2024 practice invested in GP automate this is a service where experienced clinicians review the laboratory results and file and send message to patient.

Any abnormal results are sent to the practice clinical team to review. This is saving time for clinicians and focusing on other areas.

Patient feedback is positive.

### **Friends and Family Test**

Please complete a Friends and Family test slip when you visit the surgery to give us feedback on the experience you have had dealing with the practice. You will find the FFT slips by the door. You can also complete these on our website [www.mgsmedicalpractice.nhs.uk](http://www.mgsmedicalpractice.nhs.uk) and also when checking in with the patient touch screen. We would appreciate any feedback that helps us to continually improve our service to you all and is constructive by helping us to celebrate good practice. If you have any complaints about the service please ask at reception for a complaints procedure.

### **Newsletter hard copies available in practice and website**

**Website for updates: [www.mgsmedicalpractice.nhs.uk](http://www.mgsmedicalpractice.nhs.uk)**

As always, feedback on your views of our Newsletters or PPG activities are very welcome, as are ideas for future Newsletter content or PPG activities, and we are always looking for new members to join our PPG group.

Feel free to contact us at [www.mgsmedicalpractice.nhs.uk](http://www.mgsmedicalpractice.nhs.uk) Angela Smith PPG Chair or Jas Bagary Business Manager MGS (secretary PPG)

**Patient Talk/drop in sessions**

**Patient Group General Meeting: FETE Thursday 5<sup>th</sup> December 2024**

This will be from practice team/PPG, we will share and discuss practice services update about carers, cancer services, dementia and learning disabilities, mental health services and share experiences of caring for family friends and shared leaflets of where carers can access more information and support.

**Next PPG Meeting 7<sup>th</sup> November 2024**

This meeting is open to any patient registered at MGS Medical Practice. We will have a short formal element, matters arising from previous meeting.

**Bank holiday opening and closing times-please check the website and practice notice boards, please ensure you order your medication in time.**