Welcome to the latest edition of ‘The Locomotive’. It’s fantastic to begin 2015 in our new building. How far have we come from this time last year; when the prospect of several long weekends clearing damp cellars and filling skips was looming on the horizon.

I can hardly believe it’s been 9 months since we moved in, and certainly won’t compare the trauma to that of a pregnancy (I wouldn’t dare!), but I certainly feel we are entering the new year replenished, and we all feel suitably positive!

As with all major moves, it’s taken a while to adjust to the flexibility and opportunity such a modern building offers. We will continue to evolve, however, I think I can speak on behalf of all the staff and confidently say we finally feel settled!

The four self check-in screens are now fully operational in the waiting area. We hope this facility has proven invaluable to your check-in experience. Additionally, patient and service information can be found on the TV screens which are situated in both the downstairs and upstairs waiting areas.

Anything that you are unsure about or need further information on, please don’t hesitate to speak to our Reception Team or visit our website at http://lion-health.co.uk/.

LION HEALTH OFFICIAL OPENING 2014

The long awaited official opening of the new Practice took place on Wednesday 8th October. His Royal Highness, The Duke of Gloucester visited and officially unveiled two plaques that are now proudly displayed on our new building.

The Duke was extremely interested in the history of our building and during his visit met many members of staff along with some representatives of the Patient Participation Group.

It was a fine day and the removal of the discarded tyre in the River Stour was undertaken with precision and subtlety prior to the Royal visit. Nothing was left to chance to mark such a memorable occasion.

SITE INFORMATION

A reminder, that our new premises and site are a non-smoking. Smoking is not allowed anywhere in the grounds or the building. Therefore, we ask for your respect and support by refraining from smoking within the building and car park area.

Please take the time to read on for more updates on services and Practice News......
**STAFF UPDATES / NEWS**

We are delighted to welcome back Dr Suzie England (nee Panrucker) who returned from maternity leave on Tuesday 6 January 2015.

Dr Richard Evans has recently been appointed as a permanent salaried GP.

We also welcome back Dr Chris Wilkinson and Amelia Lawrence (nee Rackham), Team Leader who returned from maternity leave in October.

We welcome the following new staff to the Practice:

- **Dr Anika Maudgil** joined as Registrar.
- **Julie Jones** has recently joined the Practice as an Integrated Community Mental Health Practitioner.
- **Joanne Hodgkiss** (Patient Service Officer)
- **Sharon Dickens** and **Julie Hockell** (Clinical Support Officers) and **Georgia Yellowley**, (Surgery Assistant).

We have also said farewells to:

- Kay Jones, Pat Shepherd and Julie Elcock and wish them well in future retirement and careers!

**SMOKING CESSATION**

Are Electronic cigarettes safe?

It’s really important to try and cut smoking rates in the UK. E Cigarettes are a popular choice. At present however they are NOT licensed as a medicine so as Health Care professionals we are unable to support their use. To become licensed as a medicine rigorous testing is required. Over the next 2 years it is anticipated that E cigarettes will be tested with a view to becoming licensed and regulated.

It’s not clear until stringent testing has taken place whether e – cigarettes are safe or whether they provide a more successful option to the treatments that are currently provided.

Lion Health has a successful tradition in promoting smoking cessation and we are keen to help any smoker to stop.

There is a wider range than ever of treatment options. Our Health Care team is here to help and as it’s never too late to stop. Please speak to reception about making an appointment.

**MENINGITIS C FOR UNI FRESHERS**

The Department of Health recently announced that it was extending its Meningitis C programme to those about to enter University for the first time. Therefore, Men C will be offered to all 17-25 year olds about to embark upon University should they not have received the vaccine before of if they received the vaccine when they were pre-school. The Practice is happy to offer the vaccine to those students who are eligible who request it. There will be no recall system applied.

**CHARGES TO PATIENTS**

You pay for the NHS through taxes, but this does not cover all the services this Practice supplies.

Some certificates, forms and insurance claims are extra services which are not available on the NHS. They are a private arrangement between you and your doctor.

Your GP is a professional and is entitled to charge you for these services.

The Practice became VAT registered in March 2014. Some private professional fees will attract VAT. Please visit our website at http://lion-health.co.uk/ for a detailed breakdown of all charges.

**REQUESTING PRESCRIPTIONS**

At Lion Health Medical Practice we offer a repeat prescription service which enables patients to obtain repeat prescriptions, subject to the issuing doctor's approval.

We require at least 48 hours’ notice for all repeat prescription requests. This enables us to generate your prescriptions safely.

**Prescriptions will be ready to collect 2 days on from your request after 2pm.** (e.g requests placed in the box or on line on Monday will be ready after 2pm Wednesday)

If you wish for your prescription to be sent to you by post, then we request that you provide a stamped addressed envelope and allow five days for this to reach you.

**Your repeat prescription can be requested in a number of ways.**

**Drop off in the prescription box, fax or post**

When you are issued a repeat prescription, the right hand side has a number of boxes next to the listed medications to tick which of them you require.

**Online**

Our surgery utilises a system called Patient Access which allows individuals too safely and securely request medication. In order to gain access to this you will need to obtain login information from the surgery and you will be issued with a unique password.

Telephone (for housebound patients only)

For those individuals who are housebound, our prescriptions department has a telephone line, where repeat medication can be requested. Please do not use this unless you are genuinely housebound or you will be asked to make your prescription request by another means.

Patients may ring 01384 322444 (option 2) between 10am and 2pm only to request prescriptions.

**N.B:** If you have been prescribed medication or had medication altered by a hospital, please inform us as soon as possible. If you have been handed a pink slip by the hospital, this will be processed as normal.

**Gluten Free**

Lion Health now has a form for ordering repeat Gluten Free products through us. You can pick up a form in surgery, or download one from our website.
PATIENT ACCESS

BOOKING APPOINTMENTS ONLINE AND REQUESTING REPEAT PRESCRIPTIONS ONLINE

Did you know that you can book or cancel routine GP appointments and request repeat prescriptions online? For further information on how to register, please speak to our reception team or visit our website at http://lion-health.co.uk/

DELIVERY OF PRESCRIPTIONS DIRECT TO NOMINATED PHARMACY

Did you know that your prescriptions can be delivered directly to your nominated local pharmacy for collection? To register for this service contact your local pharmacy.

PATIENT CONTACT INFORMATION

Please inform the Practice of any change of address or contact number details as soon as possible. This maximises the opportunity to contact you quickly, if the need arises.

COPD UPDATE

COPD (which stands for Chronic Obstructive Pulmonary Disease) is a condition where the airways become inflamed and the air sacs in your lungs are damaged. This causes your airways to become narrower, which makes it harder to breathe in and out. People with COPD have breathing difficulties, and this can affect many aspects of your day-to-day life.

Unfortunately, there is no cure for COPD, but there are lots of treatments available to help you manage your condition improve your symptoms and live an active life.

The main cause of COPD is smoking – the condition usually affects people over the age of 35 and who are, or have been, heavy smokers. If you smoke, the single most important treatment for COPD is to stop smoking. Giving up will stop the on-going damage to your airways caused by cigarette smoke. It’s never too late to stop smoking.

Lion Health has a twice-weekly chest clinic along with an annual review appointment of all patients with COPD which patients with a diagnosis of COPD are invited to attend.

If you are concerned that you may have breathing problems please book an appointment with a GP to discuss this.

Lion Health also offers a full range of support with smoking cessation via our Health Promotion clinics which are held at various times during the week. We offer support and advice as well as prescribing Nicotine replacement therapy and Champix. E cigarettes are not currently available on the NHS. If you would like to find out more about smoking cessation please book to see one of our health care assistants.

FRIENDS AND FAMILY

From 1 December 2014, patients visiting Lion Health will be asked about whether or not they would recommend our surgery to their family and friends, if they need similar treatment or care.

The NHS Friends and Family Test is a quick and simple way of collecting patient feedback to improve services. Patients will be asked the following simple question:

“How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?”

Patients will be asked to choose one of six options, ranging from ‘extremely likely’ to ‘extremely unlikely’.

They will also be invited to tell us:

- What did you like about your visit?
- What could be improved

As patients your response is anonymous and you will only be able to give responses in the following ways:

- Receiving a text 2 hours after your appointment – only if we have your mobile number and consent to text
- Staff will use an IPAD in the surgery to canvas and speak to patients
- Patients can visit our website at http://lion-health.co.uk/

The information will give us invaluable feedback on what patients think of the care and treatment they received, which along with existing ways of gathering feedback, will help us to make improvements and improve the experience for our patients.

CHARITY DONATION: TEENAGE CANCER TRUST

During the Autumn months, staff at the Practice participated in various fund-raising events. We are delighted with the amount raised to date of £635.00. The chosen charity for the donation is the Teenage Cancer Trust.

INTEGRATED PLUS

Integrated plus is a two year pilot project funded by Dudley Clinical Commissioning Group, that aims to enable patients to become less reliant on medical services and reduce pressure on medical practices.

The approach is holistic and aims to improve the health and well-being of patients through complimentary interventions. For example, this might include providing information about Dudley’s voluntary and community or organisations (there are over 800!), supporting patients attending community based activities such as lunch clubs or connecting with other support such as befriending services, debt advice, peer support, recreational activities etc.

The idea is to work with GPs (AN other Practitioners) to broker solutions for patients—providing a single point of contact for GPs regarding the vast array of voluntary and community services in the borough. Regular feedback would be provided by GPs on their patient’s participation in these ‘social’ activities.

Locality Link Officers have been recently appointed to support this: Nick Tromans is the officer for Stourbridge, Lye and Wollescote and he is based here at Lion Health.

Gps can make referrals to Nick for patients aged 16+ years, as appropriate. He will then visit patients at their home or meet them here at Lion Health. Nick also also holds a drop-in surgery on Tuesday mornings between 10.00-12.00.
COMPLAINTS PROCEDURE

Most patients are happy with our service, but we appreciate that on occasion there may be problems.

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned or with a member of our management team. We encourage all patients with concerns about their care or a service we provide to discuss their concerns in the first instance with a member of our staff. We feel that this approach resolves most issues and gives you, the patient the opportunity to discuss how you may be feeling.

Should you not be able to resolve your complaint in this way and wish to make a formal complaint you should do so, in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- **Within 12 months of the incident OR**
- **Within 12 months of you discovering that you have a problem.**

State your case clearly giving as much detail as you can.

If you are a registered patient you can complain about your own care. You can also complain on behalf of another person, but you will have to obtain their formal written consent to enable that process.

**Should you have the need to send a written complaint, please write to:**
Cathryn Bateman
Practice Manager
Lion Health
2 Lowndes Road
Stourbridge
West Midlands
DY8 3SS

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**FLU UPDATE**

Flu vaccinations are still available to those eligible, and this is particularly important as we enter a cold snap!

We would also encourage that 2, 3 and 4 year-olds attend for their flu nasal sprays, we have plenty of appointments available.

To book for either of the above flu vaccinations, please contact our Reception Team who will be happy to assist.

**SELF CHECK-IN SCREENS**

The self check-in screens are simple to use. If any patients are unsure of how to use the screens, please don’t hesitate to ask a member of the reception team who willingly take you through the process. By using the screens it leaves our receptionists free to deal with other patient queries at the desk and reduce your waiting time.

**PATIENT PARTICIPATION GROUP**

We continue to seek to expand our Patient Participation Group.

Joining this group is a fantastic opportunity to support the practice, and offer the unique and valuable patient-perspective on the services we offer, and the organisation as a whole.

In order for the group to be as effective as possible, we are eager to ensure we get feedback from the full spectrum of our patient population.

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If you feel that you can offer your time to support the practice (the group meets approximately four times per year) we would invite you to contact us to express your interest and receive further information.

In addition to the PPG, we have a virtual group, which is ideal for patients that may not have the flexibility to attend our quarterly meetings.

Feedback from this group is also extremely valuable to the practice, and we would request that interested parties submit their email addresses to the surgery.

Please express your interest at the surgery reception, or in writing to the following address:

**Patient Participation Group**
LION HEALTH
2 Lowndes Road
Stourbridge
West Midlands
DY8 3SS

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**LION HEALTH OPENING TIMES**

Mon - 8:00am - 8:00pm.*
Tues - 8:00am - 8:00pm.*
Wed - 8:00am - 6:30pm.
Thurs - 8:00am - 8:00pm.*
Fri - 8:00am - 6:30pm.

**Extended Hours***

On three nights of the week the surgery closes at 8:00pm, with the last bookable appointment at 7:20pm, to offer wider access for our patients. During our period of extended hours (6:30pm - 8:00pm) you will not be able to collect prescriptions or make routine enquiries. Medical emergencies will be accommodated by the routine out of hour’s service.
We would value your opinion about the service you have received here at Lion Health today or at your last visit. You do not need to leave your name or any personal details. We will use the information to feedback to staff to improve our customer service.

Once you have completed this form can you please hand it to one of our Patient Services Officers at the front desk.

What went well during your visit to the surgery today?

Was there a particular member of staff that stood out to you during your visit? If so could you explain why he/she stood out to you and provide a name?

Was there anything that we could have improved during your visit today?

Would you be happy for us to share your feedback (anonymous) on NHS choices? YES [ ] NO [ ]

We will not share any feedback if you have not consented.

Would you recommend this Practice to friends and family? YES [ ] NO [ ]

FINALLY – THE FUTURE OF GENERAL PRACTICE

General Practice is facing a growing crisis

Despite carrying out 90% of all NHS patient contact, General Practice only receives 8.39% of the NHS budget – an historic low. By 2017, this is projected to plunge to just 7.29%.

Due to the sheer volume of GP workloads, in this year alone, patients will have to wait longer than a week to see their GP on at least 27 million occasions.

If you want to have a say in protecting a high quality General Practice service for patients please sign the on line petition calling on the Prime Minister to increase the NHS budget spent on General Practice. To do this visit one of the following websites:-

www.lion-health.co.uk  click on the link via the scrolling bar on the front page “Put Patients First – Back General Practice”

www.putpatientsfirst.rcgp.org.uk and click on “get involved”