

MMP PATIENT NEWSLETTER



Message from the Board

Dear Patient

As you are aware the Coronavirus pandemic continues and as such restrictions apply across many parts of society currently. The NHS response is aimed at minimising risk, preserving Personal Protective Equipment (PPE) supplies and preventing harm to patients and NHS staff.

MMP would like to thank you for your understanding and cooperation during these unprecedented times. We want to keep you safe and we ask you to work together with our dedicated MMP staff to allow this to happen.

Following advice from NHS England and Birmingham & Solihull Clinical Commissioning Group, the primary method for patients to currently access the surgery will be virtual appointments (telephone/video) in the first instance followed by face to face consultations at selected MMP surgeries in a controlled manner. We are currently following a system that has been advised by Birmingham & Solihull CCG based on a Red, Amber, Purple, Green site structure and how your surgery falls into this plan is detailed below.

We must stress that all MMP surgeries are **OPEN** for your health care needs. The way in which you can access us has changed in order to keep you safe. All your requests for healthcare appointments are now being triaged by phone/video and assessed by a clinician as to the safest way to provide your healthcare needs. We offer telephone appointments, video consultations and face to face appointments. The surgery where your face to face appointment may take place has changed so we can maintain high levels of infection control, keeping you and our staff safe.

We ask you only to attend a site with a pre-booked appointment wearing a face covering and follow instructions at the entrance where your temperature will be checked and a few simple questions are asked.

Thank you.

MMP Sites

Red Sites – This is where patients who have **COVID-19 symptoms** will be invited for an assessment. There are 7 sites across Birmingham & Solihull CCG covering all localities. The North locality Red site is based at Northcroft on Slade Road in Erdington and operated by Badger on behalf of MMP North PCN surgeries. The Central locality Red site is based at Greet Medical Practice on Percy Road in Greet and operated by Smartcare Federation on behalf of MMP Central PCN surgeries. Access to Red sites will be in a controlled manner.

Amber Sites – This is where patients who have **NON COVID-19 symptoms** will be invited for a face to face assessment after a virtual consultation with a GP who then agrees a face to face assessment is clinically necessary. MMP Eaton Wood Medical Centre is the Amber site for the North MMP PCN surgeries and MMP All Saints Medical Centre is the Amber site for the Central MMP PCN surgeries. Access to Amber sites will be in a controlled manner.

Purple Sites – This is for **Non-urgent routine care** which will be coordinated centrally and patients will be invited to attend. This type of care includes baby checks, immunisations, flu vaccine, smears, blood tests, wound dressings, B12 injections and other nursing care. MMP Eaton Wood Medical Centre and MMP Erdington Medical Centre are the Purple sites for the MMP North PCN surgeries. MMP All Saints Medical Centre and MMP Old Priory Surgery are the purple sites for the MMP Central PCN surgeries. Access to Purple sites will be in a controlled manner.

Green Sites – The green branch sites are currently closed to direct patient access in order to protect patients and staff. All staff at Green sites are working to meet the needs of MMP patients by virtual appointments (telephone/video), and if a face to face consultation is considered necessary by the GP you will be invited to attend either a Red, Amber or Purple site based on the clinical assessment. The following MMP surgeries are currently Green sites: MMP High Street Surgery, MMP Jockey Road Medical Centre, MMP Kingsmount Medical Centre, MMP Dudley Park Medical Centre, MMP Stratford House Surgery, MMP Broadmeadow Health Centre

**Autumn / Winter
2020**

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ONLINE SERVICES

Throughout the COVID Pandemic we have been strongly urging patients to register for SystmOnline, which enables you to book appointments and request medication online with ease. If you have NOT already registered, please contact your local surgery reception who will be happy to facilitate this.

The SystmOnline app can be used on Apple devices (iPhones and iPads) and on Android devices (mobile phones and tablets). They can be downloaded for free from the Apple App Store and from the Google Play Store. Alternatively patients can access SystmOnline via - <https://systmonline.tpp-uk.com>

FLU CLINICS

In September 2020 MMP launched the winter flu campaign to our patients aged 65 and over and in at risk groups. Our flu clinics are presently available at Erdington Medical Centre, Wood End Road and Old Priory Surgery Vicarage Road, Kings Heath. In order to support our patients in our more remote locations, we have also sourced a Mobile Flu Unit which has allowed us to hold ad-hoc mobile flu clinics at our Dudley Park, Stratford House and Jockey Road Surgeries. Our flu clinics are updated weekly so we urge you to speak to your surgery after 10am to book.

People sometimes think a bad cold is flu, but having flu can often be much worse than a cold and you may need to stay in bed for a few days. Some people are more susceptible to the its effects. If you have a long-term health condition, the effects of flu can make it worse even if the condition is well managed. It can also increase the risk of developing more serious illnesses such as pneumonia, or can make existing conditions worse. In the worst cases, flu can result in a stay in hospital, or even death.

While COVID-19 is in circulation, MMP has measures in place to keep you safe whilst you attend your flu appointment:

- Staff giving the vaccine will be wearing protective equipment to protect both you and themselves from the virus.
- All patients will have their temperatures checked before entering the building.
- To reduce numbers in the waiting area, specific appointment times have been scheduled and patients are asked not to arrive early.

The flu vaccine won't protect you from COVID-19, but it will help protect you against flu. Helping to protect against flu is particularly important this year because those vulnerable to COVID-19 are also at risk of complications from flu so please call the surgery after 10am to arrange your annual flu vaccination.

Further information can be found <https://www.gov.uk/government/publications/flu-vaccination-who-should-have-it-this-winter-and-why> .”

Please see below some of the feedback we have received from patients.

“All staff were very reassuring, very well organised and efficient, so I felt very safe. I am impressed by everyone's professionalism.”

“Nurse was fantastic and very efficient, as were all the staff including the parking attendant who was very helpful.”

“The whole experience from initial contact to injection was faultless and professional .Thank you .”

“Greeted outside the door by a very supportive lady, very little waiting inside, and flu jab given to me and my wife together on time and no issues.”

“First class service and our thanks to everyone involved.”

“Reception staff were friendly at the same time assuring patients who were a little hesitant! As was the nurse who gave the flu jab. Everything first class.”

“I was impressed! The Priory is not my named surgery. Also I mentioned to a member of staff how impressed I was with the amount of information and advisory notices well situated in the waiting room. Well done!”

“Staff very caring. I am very apprehensive & get very tense. They offered me somewhere to sit & wouldn't let me go b4 I felt better. Thank you!”

“We were seen on time and felt very safe with all the precautions the staff were taking. The layout of the surgery was also very safe.”





MMP is currently working closely with Cancer Research UK and Macmillan to improve the earlier diagnosis of cancer for our patients,

Our key messages for our patients

- ◆ Your GP practice is open, and we are operating in a safe way during the pandemic
- ◆ You should contact us if you notice a change that isn't normal for you or if you have a symptom that you are worried about
- ◆ If you need to get in touch, we are ready to help you safely. You will be able to talk through your concerns on the phone or via a video consultation (if you need to be seen it will be in a non-COVID area/GP practice to add individual details on safety procedure)
- ◆ If needed, we can arrange tests in the safest way possible.
- ◆ If you need to see your GP or specialist, they will follow strict guidance on infection control to protect themselves and other patients. This might include wearing personal protective equipment and restricting the number of people allowed on the premises at any one time.

SELF HELP SUPPORT HELPLINES REPEAT MEDICATION PHONE

Mental health support for under 25 yr olds

0207 841 4470

On line mental health support for 11-25 yr olds

<https://www.kooth.com/>

Mental health support over 18 yr olds **0121 262 3555**

Birmingham Healthy Minds **0121 301 2525** **<https://www.bsmhft.nhs.uk/>**

Samaritans **116 123**

Alzheimer's Society Dementia Connect Support Service **0333 150 3456**

Birmingham Carers Hub **0333 006 9711**

Drug and Alcohol Service Change Grow Live **0121 227 5890**

Route 2 Wellbeing – a directory of voluntary services offering support. **<https://r2wbirmingham.info/>**

NHS Volunteer Responders **0808 196 3646** **<https://nhsvolunteerresponders.org.uk/>**

Birmingham City Council Support

https://www.birmingham.gov.uk/info/50233/support_for_residents_during_the_coronavirus_covid-19/2130/coronavirus_-_accessing_support/3

Citizen's Advice Bureau **03444 77 1010**

Domestic Abuse Support

Trident Reach (Male and Female) **0800 111 4223**

Birmingham Women's Aid **0808 800 0028**

Emergency Dental Service - **NHS 111**

All our surgeries offer the service for requesting repeat medication over the phone.

Your local surgery prescription lines are open from 10.00 to 13.00 and 14.00 to 17.00

All Saints MC: 0121 444 2005 Option 3

Broadmeadow HC: 0121 458 1340 Option 3

Dudley Park MC: 0121 764 7800 Option 3

Eaton Wood MC: 0121 373 0959 Option 3

Erdington MC: 0121 373 0085 Option 3

High Street Surgery: 0121 373 0086 Option 3

Jockey Road MC: 0121 354 1749 Option 3

Kingsmount MC: 0121 373 1734 Option 3

The Old Priory Surgery: 0121 444 1120 Option 3

Stratford House Surgery: 0121 772 0392 Option 2

Welcome and Farewell

MMP continue to develop and expand our clinical workforce. We have said a farewell to some clinical staff whom you may have been treated by over the years and have welcomed new members to our team. Our clinical workforce is expanding to include clinical pharmacists, pharmacy technicians, physician associates, advanced nurse practitioners and paramedic practitioners to provide care and support for our patients.

FAREWELL TO THE FOLLOWING STAFF

Dr Seema Batool	Salaried GP	All Saints
Dr Michael Adebayo	Salaried GP	Kingsmount
Karen O'Neill	Practice Nurse	Dudley Park
Nicky Sheerin (Retired)	Lead Nurse	High Street
Sarah Schneider	Deputy Lead Nurse	All Saints
Sarah Blunston	Practice Nurse	Stratford House
Christine Dugmore (Retired)	Health Care Assistant	Erdington
Baldev Rayet	Physician Associate	Dudley Park
Anita Butler	Health Care Assistant	Eaton Wood
Christine Warwick (Retired)	Practice Nurse	Broadmeadow
Christine Coldrick	Practice Nurse	Dudley Park
Arabella Neurocsni	Practice Nurse	All Saints

A WARM MMP WELCOME TO THE FOLLOWING NEW RECRUITS

Dr Seemab Tariq	Salaried GP	Eaton Wood
Dr Soumitri Chakraborty	Salaried GP	Dudley Park
Dr Obadah Ghannam	Salaried GP	Dudley Park
Jacob Hoy	Paramedic Practitioner	MMP North PCN
Jason Green	Paramedic Practitioner	MMP Central PCN
Dr Sundeep Sidhu	Salaried GP	Jockey Road / Kingsmount
Dr Pawanjit Hare	Salaried GP	All Saints / Old Priory

.... And Finally a THANK YOU



MMP Staff are truly appreciative for all the NHS Thank You artwork sent to our surgeries. We have proudly displayed these in our waiting and corridor areas.