

# DR KHUROOS PRACTICE NEWSLETTER

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## ADDITIONAL ROLES STAFF:

Physician Associate

Clinical Pharmacist

First Contact

Physiotherapist

Social Prescriber

Mental Health Practitioner

GP Assistant

## SOCIAL PRESCRIBER

### WHAT IS A SOCIAL PRESCRIBER?

Social prescriber is someone who works closely with patients to assess their social, emotional and practical needs. Our practice social prescriber is Charlotte Rowley. Please see poster on areas the social prescriber covers.

Please ask the Doctor, the Reception Team or any member of staff to book an appointment with us!

✉ [Lucy.Davis@compass-support.org.uk](mailto:Lucy.Davis@compass-support.org.uk)

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### We offer support in:

- Finances
- Housing
- Social Isolation and Loneliness
- Mental Health
- Family Difficulties
- Long term health conditions or disabilities
- Employment Support
- Independent Living

## THE GP PATIENT SURVEY



*63% describe their overall experience of this GP practice as good*

ICS average 63% National average 71%

## DOWNLOAD THE NHS APP NOW!



Download the app now to see what features you can access about your healthcare including:

- Ordering repeat prescriptions
- Viewing your medical record
- Viewing test results
- Plus other health information & advice.

DOWNLOAD



## 44% or respondents find it easy to through to this GP practice by phone

ICS result: 39% National result 50%

### TELEPHONY

With our Digital Telephony system we regularly audit our service to make improvements. Calls abandoned are monitored on a daily basis and contacted back and offered appointments or navigated to relevant service.

Regular reviews will also be taking place for call times to answer, waiting times before call abandonment and we will be offering Call back service.



### CERVICAL SCREENING

Cervical Screening is an important preventative measure for cervical cancer. Screening is done every 3 to 5 years depending on the person's age and the type of test. Its involves your nurse or gp taking samples of cells from the cervix to assess abnormalities using a screening method of a pap test which detects pre-cancerous or cancerous changes. It is offered to women with a cervix aged 25 to 64years old.

### ECONSULT

eConsult is a way to contact your GP practiced online, anywhere and anytime you have access to the internet, quickly and safely. eConsult is easy to use and will give your doctors all the information they need to triage and make sure every patient gets the care they need

### Contact details:

Telephone: 0121 2032888

Website: [drkhuroospractice.co.uk](http://drkhuroospractice.co.uk)

Email

[Drkhuroo.practice@nhs.net](mailto:Drkhuroo.practice@nhs.net)

 Providing NHS services

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

- **Sinusitis** (adults and children aged 12 years and over)
- **Sore throat** (adults and children aged 5 years and over)
- **Earache** (children and young adults aged 1 year to 17 years)
- **Infected insect bite** (adults and children aged 1 year and over)
- **Impetigo** (adults and children aged 1 year and over)
- **Shingles** (adults aged 18 years and over)
- **Urinary tract infection** (women, aged 16 to 64 years)

**SPEAK WITH A LOCAL PHARMACIST WITHIN THE AREA FOR MORE INFORMATION.**

### USEFUL NUMBERS

Health Visitors  
0121 8271997

Family Planning  
0121 7733737

Birmingham Healthy Minds  
0121 301 2525

Out of hours GP :  
NHS111

Good Hope Hospital  
0121 424 2000

Mental Health Birmingham and Solihull Urgent helpline – 0121 262 3555

### Local Pharmacies

1. Stockland Pharmacy  
0121 373 9906
2. Erdington Day & Night  
0121 382 7477
3. Lodge Pharmacy  
0121 384 3198