



Links Medical Practice

Newsletter Summer 2019

You Matter, We Care

Patient Access

Roughly 25% of our patients now have online access to parts of their medical record. Did you know you can book appointments and order repeat medication quickly and easily with a few clicks on your computer or smartphone?

If you haven't yet tried it, ask our Reception team for your registration codes. They can even show you what the app looks like and how to set it up.

New Look Website

We've spruced up our website! It's still at the same address, www.linksmedical.co.uk but it's looking a lot smarter with more pictures, and more useful links to things like the Friends and Family test, online appointment booking and advice about self-care for minor ailments. You can now also contact us via the website, submit a travel form or learn more about the help available to carers. Why not take a look?



Caring for children with COUGHS

CHICO Study

Links Medical Practice has recently signed up to the CHICO study, which aims to improve the treatment and care of children attending GP practices with coughs and acute respiratory tract infection (RTI).

Coughs and RTIs are the most common illness in children under 10, however during consultation it can be difficult to decide the best way to treat and manage this illness.

The CHICO intervention will help to improve the care of children with coughs by

- i) recording symptoms and the carer's concerns
- ii) supporting doctors & nurses' clinical decisions
- iii) providing helpful information to carers about the illness.

The CHICO trial is taking place in over 300 GP practices in England, half will be given access to the CHICO intervention and half continue with their usual care. This work uses routine data already collected by the NHS as part of their care and support. Individual patient data will not be collected.

Domestic Violence Aware Practice

Staff have recently completed training to become an IRIS practice. IRIS is a national project which works with GPs to combat domestic abuse and make the most of their opportunities to reach vulnerable victims. The project offers training and advice for GPs and practice staff on how to recognise and enquire about domestic abuse, and a dedicated support service for victims identified.

The NHS spends more time dealing with the impact of domestic abuse than almost any other agency. Doctors are often the first point of contact for victims struggling with depression, anxiety, PTSD, self-harm, and use of alcohol and drugs due to their experiences of violence. However GPs don't often recognise domestic abuse: a survey of 1000 women in GP waiting rooms found that whilst 41% had experienced physical abuse and 74% had experienced controlling behaviour from a partner, only 15% had any reference to domestic abuse in their medical history. Our training aims to change that and get help for those that need it.



**Black Country
Women's Aid**

we listen, we support, we care

List Size Continues to Grow

Since our move to Netherton Health Centre, our list size has been growing. But this hasn't stopped us providing excellent access to services by offering more telephone consultations, emergency extra appointments each day, a Healthcare Assistant in addition to our practice nurse, another trainee (who is a qualified doctor completing their training with us) and Extended Access evening and weekend appointments shared with other Dudley practices. If you would like to give us any feedback on our service or have any suggestions about how we can improve further, please ask a receptionist for a Friends & Family comments card.

Thrive Into Work

We now have a Vocational Specialist at Netherton Health Centre once a week, helping people who have a long-term health condition back into work. The service is free and is available to anyone who is eligible to work in the UK and has been out of work for three months or more.

If you would like to know more or would like to book an appointment for this service, please ask at Reception.

Cervical screening can stop cancer before it starts

Don't ignore your cervical screening invite. If you missed your last cervical screening, **book an appointment with your GP practice now.**

Remember to book cervical screening!

CERVICAL SCREENING SAVES LIVES

GP Parkrun Pledge Day

On 1st June, members of our Practice team took part in Dudley Parkrun to mark a year of the collaboration between the Royal College of GPs and the Parkrun initiative.

Parkrun is a free, weekly 5km timed run that takes place in over 850 locations across the UK. Regular exercise has so many health benefits that we've signed up to become a Parkrun practice.



Proud to be a parkrun practice

Chaplaincy Launches



Do you ever wish the GP had a bit more time just to chat? Are you dealing with grief or a life-changing diagnosis?

We are excited to be launching another new service at Links Medical Practice which aims to improve care through listening and guidance. It's called Chaplaincy. It is for people of all faiths and none, and supports patients to process significant life events and health issues in a wider context of holistic care.

More information is available on request from Reception or the GP, and appointments will be available from the second half of June.

Could you join our Patient Participation Group (PPG)?

Our PPG is looking for new members. We would like our PPG to represent a variety of ethnicities and ages to reflect our patient list, and to communicate patients' views to the Practice. The PPG meets four times a year to discuss Practice news, suggest ways of improving our service and plan occasional health promotion events. If you think you might be able to get involved in this way, please ask to speak to the Practice Manager.