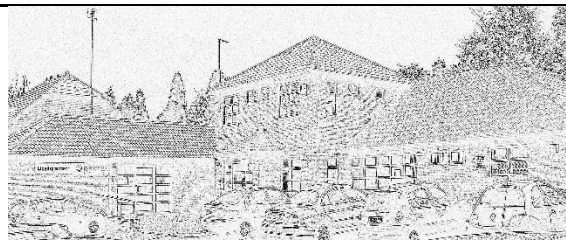


YOUR HEALTH NEWS

THE RIDGEWAY SURGERY AND RIDGEWAY SURGERY PATIENT PARTICIPATION GROUP NEWSLETTER

Spring Edition 2025



*** Welcome to the sixth edition of The Ridgeway Surgery Newsletter ***

(If you need this Newsletter in LARGER PRINT or an ALTERNATIVE LANGUAGE, please advise Reception).

A copy of this Newsletter will appear on the surgery website : www.ridgewaysurgery.co.uk.
Please feel free to take a copy of this Newsletter home with you.

Keep your details updated

There are feedback forms on the Website and in Reception. Do keep Reception updated with any changes to your contact details.

Reasonable Adjustment Flag

We are currently contacting patients who may need a “**reasonable adjustment flag**” on their record. Adding this is now a legal requirement. Essentially, this means contacting patients who we feel may struggle to access services, such as those with sight and hearing impairments, learning disability patients, patients with a mobility disability etc.

We run through some standard questions with the patient first and then, with their consent, code that they have an reasonable adjustment flag, if needed. This flag will then, once IT has enabled it, be sent through the NHS with the patient’s record so that all NHS providers can be made aware of the patient’s needs.

Staff

We have gained the services of a wonderful **Prescribing Paramedic**, Craig Alsop, who is a PCN employee and works with us on Tuesdays and Fridays all day. Already we have had compliments from patients about Craig, who has fitted in really well and very quickly become part of the team.

NHS App Day

We are looking to host another **NHS App day** in April, following on from the success of the last one. .

Patients who would like to use the app but need helping getting set up or have any queries about it can book an appointment on the day and we will help you with your issues. As you are aware, so much is going digital these days as we are keen to help our patients get on board with these new innovations.

As soon as the ICB have confirmed there is funding for this we will release the date.

Ridgeway Friends and Family Survey

Question one of the January 2025 survey “How likely are you to recommend the Ridgeway Practice to friends and family if they needed similar care or treatment?”

Of 283 patients asked, 250 responded “Very Likely” and 23 responded “Likely”.

Booking Appointments

When booking a telephone appointment, our receptionists will ask which number is best to make contact with. Our clinicians will always try calling three times on the preferred method of contact. You can now also cancel your appointment by ringing the surgery and following the instructions, no need to speak to a receptionist first.

Shared Care Record

An NHS shared care record is a way of bringing together all your separate records from the different organisations involved in your health and care.

It allows health and social care professionals directly involved in your care to view relevant information about you which is held by other parts of the NHS and social care.

This means you only have to tell your story once, and our local health and care professionals have instant access to all the information they need to treat you in the fastest, safest and most effective way

How does this benefit you

- not having to repeat your details every time you need care.
- better and potentially faster treatment as the professionals caring for you will be able to quickly see your records.
- not having to explain your social care support to health professionals.
- Clinicians being able to see what medications you're taking, what you've taken in the past, and if you have any allergies – making your treatment safer.

Can I say no to this?

You have the right to object at any time. We don't recommend this, as it could affect your care in the long term if information is not easily available when needed, for example if you are admitted to a hospital emergency department and are too unwell to answer questions about things like your allergies and medications.

Objecting will mean the services giving you care will be unable to view your records from other services. However, the decision is entirely yours.

Very Important – access to records is strictly restricted to people involved in health and social care only, not DWP, pensions agencies or insurance companies etc.

If a patient objects to the Shared Care Record then a **GP** has to decide if it is in their best interests not to have their record shared and, only then, can a code be added to prevent sharing.

Health and Wellbeing Event

The Sedgley event is being organised by Julie Austin from Dudley Council and will take place on **Thursday 27th March from 11am until 3.15pm at St Andrews Church hall, Sedgley**. The Coseley one was a great success, this one will be too. We will have representatives from many health related organisations present to offer advice and support. Flyers will be out shortly

Dudley Stroke Association (DSA)

DSA had been an independent charity since 1987 and became registered in 2003.

Atrial fibrillation (AF) is a cause of strokes and is often undetected. It is recommended everyone tests their own pulse to check the rhythm is stable. If more people are aware of AF this could reduce strokes 66%.

Once a stroke patient is discharged from hospital, the DSA visit them 4 times throughout the following 12 months (or more if needed).

DSA service offers support in terms of rehabilitation Monday to Friday, such as a crafts group and allotment group. They also offer online support sessions.

Food Bank

We have done a lot of work recently promoting access to Food Banks, as a number of patients have been asking about it. Besides posters and social media posts, a display is in reception. If you would like help from the Food Bank please ask at Reception and we can make a referral for you.

And last but certainly not least...

Our Newsletter always tries to feature a few words from a staff member. There are many staff “behind the scenes” that provide vital services to maintain the smooth running of the surgery and this feature allows them to introduce themselves to our patients and tell you a little about what they do. Faith is our youngest staff member and has been a huge asset since starting in the middle of last year.

Hi, I'm Faith and I joined the practice in April 2024 as a Business Administration Apprentice training alongside Dudley College. My role is varied and includes being on reception dealing with patients and various admin duties including scanning documents, dealing with email queries and prescriptions. Since starting here at The Ridgeway my confidence and skill set has increased and I've learnt so much already, including how to make a good cup of tea! I look forward to completing my apprenticeship and hopefully staying with the practice in the future.