



# RAVENSCROFT MEDICAL CENTRE

## SUMMER NEWSLETTER



### General Information about our Clinical Team:

Over the last couple of years, Exciting changes have happened in and we are delighted to tell you about all the additional roles in our practice. Ravenscroft Medical Centre is apart of a Primary Care Network (PCN 5), where we are working with 6 local practices to enhance the care we give to our patients. Considering this, we have also expanded our workforce across our PCN. You will still be able to see your Nurse or GP but there are other clinicians who specialise in areas such as Muscular Skeletal medicine (Joints and Muscles)

In additional to Ravenscroft GP Partner's, Salaried GP's, Practice Nurse & Health Care assistants, we also have the following clinical roles:

**Practice Pharmacist:** Our Pharmacists deal with medication queries, medication reviews and some of our Chronic Disease management.

**First Contact Practitioner:** Some of you may have already met Ghulam who is a very skilled and qualified specialist physiotherapist . He is supporting the practice with all MSK/Physiotherapy related matters.

**Dietician:** Our Dietician, Judith has been a crucial part to our team and is working along side many of our patients to discuss anything that's related to the management of their diet.

**Paramedic:** Our Paramedic deals with minor illness.

**Mental Health Nurse:** The mental health nurse see's patients who need advice and ongoing support.

**Social Prescribers:** Our Social prescriber's role is new to our workforce but they have been crucial in supporting our patients in the community. They can help our patient with a range of social needs, including benefits, housing issues and adaptations to the home.

**Health and wellbeing coach:** The H&W coach can help with lifestyle changes, eating disorders, motivation, social isolation etc...

For most our clinicians above, you do not need to speak to a GP about being referred. Our Receptionist may sign post you to them. depending on the nature of

### MESSAGE FROM THE PRACTICE MANAGER

Welcome to our new look newsletter. We are looking forward to being able to share our news with you through our newsletter.

My name is Puja Raikundalia and I have recently joined Ravenscroft Medical Centre as our new Practice Manager. I have over 10 years' experience working in general practice and I am thrilled to be able to support the practice over the years ahead.

### TOP NEWS:

RAVENSCROFT RECENTLY UNDERWENT A CQC INSPECTION AND WE WERE AWARDED WITH A **'GOOD' OVERALL**

FOR MORE INFORMATION PLEASE VISIT: [Ravenscroft Medical Centre - Care Quality Commission \(cqc.org.uk\)](https://www.ravenscroftmedicalcentre.co.uk/cqc)

Overview	
Latest inspection: 16 March 2022 Report published: 5 May 2022	
Latest review: 7 July 2022	
Safe	Good <span style="color: green;">●</span>
Effective	Requires improvement <span style="color: orange;">●</span>
Caring	Good <span style="color: green;">●</span>
Responsive	Good <span style="color: green;">●</span>

### **NHS APP (ONLINE ACCESS FOR PATIENT):**

The NHS App is a simple and secure way for you to access a range of services on your smartphone or tablet. It is free from app stores for both iPhones and Android. If you are 16 or over and registered with an NHS GP practice in England please download the app which includes the NHS COVID Pass service.

The NHS App should not be confused with the NHS COVID-19 App which offers the fastest way to see if you're at risk from coronavirus.

Use the NHS App to:

- get your NHS COVID Pass - view and share for domestic use or travel abroad
- order repeat prescriptions in a very quick and simple way.
- book appointments
- get health advice
- view your health record
- register your organ donation decision

You will need a working mobile phone and email address to be able to create a login.

**Installing: Downloading the NHS App on a mobile device:**

1. Open the App Store or Play Store.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.



**Registration: Registering onto the NHS App on a mobile device:**

1. Enter your email address and select 'Continue'.
2. Select 'Continue' to set up a new NHS login.
3. To create an account you will need to know your NHS number or name, date of birth and postcode. Select 'Continue' if you know this information. Create a password and select 'Continue'.
4. A code will be sent to your email address to confirm who you are.
5. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
5. Once your registration is complete, you will be asked if you are happy to share your details from your GP Surgery with the NHS App – choose 'Yes' or 'No' and select 'Continue'.
6. Then you are asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional).

### **NHS COVID PASS:**

View or share your COVID-19 status on a mobile device:

1. Open the 'NHS App' by selecting it.
2. Log in using your email address and password.
3. Select 'Get your NHS COVID Pass'.
4. Select 'Continue'.
5. Select 'Domestic or Travel' (Image B below).
6. You now have the option to view your QR code or:
  - A. Download a copy - Select and print or 'save to files'
  - B. Receive an offline copy by email - Simply 'click and confirm'
9. If you select 'Travel' you have the option to 'Show details'
10. You will see a QR code which you can present when asked.



### **ONLINE CONSULTATION (NON-URGENT MEDICAL NEEDS):**

We've recently launched our online consultation platform called Patches, which allows patients to answer a few simple free text questions, covering the details of the request, concerns you may have as a patient. Patches enables our GP's to quickly and safely understand how best to respond. (Available on our website: [www.ravenscroftmedicalcentre.nhs.uk](http://www.ravenscroftmedicalcentre.nhs.uk))

You can register for PATCHS via your GP practice website. You'll be asked to enter your email address and set a password.

Once you have registered, you can access PATCHS by clicking the link on your GP website or opening the PATCHS app on your smartphone. Login by entering your registered email address & password.

Choose the appropriate option and answer a few simple questions to help your GP understand your problem.

Your answers are sent to your GP who responds as quickly as possible. Initial responses may be via online message or phone, with face-to-face or video consultation appointments scheduled if necessary. But this is not an emergency service so continue to call 111 or 999 out of hours or the surgery in working hours.

### **UPDATE YOUR CONTACT DETAILS:**

It is in your best interest that your medical records are accurate and kept up to date in case we need to get hold of you urgently and to ensure you receive your GP and hospital appointments. Please check and verify the details we hold. If you notice that any information is incorrect/missing please update your details by clicking on our Change of details form or alternatively contact reception.

You will notice that the NHS is now asking for your ethnicity, this is to comply with the law [Race Relations (Amendment) Act 2000] which gives public authorities a duty to promote race equality. It is legislative requirement to monitor the ethnic group of ALL patients to identify who might be at a greater risk from conditions such as heart disease, diabetes, stroke, etc and to ensure that race discrimination is not taking place.

It is very important that you notify us if you change your address to avoid delays in you receiving important communication regarding your health and prevent any confidential information being used for identity fraud.