



DOCTOR, DOCTOR.

Two Doctor's have joined the Practice recently, for a period of time.

Dr Nazeera Nazir



"My name is Dr Nazeera Nazir, I have joined Dorridge Surgery for a year as a GP fellow in Urgent and Acute Care. I graduated in Medicine from Leicester University in 2010 and since then I have been working up and down the country in a variety of roles before starting my GP training programme which was split between Birmingham and Leicester. As well as working in General Practice I have been working more recently in A&E and also urgent care centres. I am originally from the West Midlands, so am looking forward to working closer to 'home'.

When I am not working I enjoy running, knitting and crochet. I also love to bake when I get the time!"

Dr Arjun Keshri



My name is Arjun Keshri and I am a current GP trainee in the practice. Having completed my initial foundation training I was based in the hospital working in general (internal) medicine before transferring over to General Practice. It gives me great pleasure in serving this area especially having grown up in the Solihull & Warwickshire area. I have special interests, which I'm in the process of developing further, in both mental health and minor surgery.

Some of my interests outside of medicine include cooking, sport, physical fitness and travelling.

We wish them every success in the coming months.

Meanwhile.....



As there was no response to the suggestion of setting up a 'WhatsApp' Group, we do not propose to pursue this avenue of communication, at this time.

Meanwhile.....

SELF-REFERRAL PHYSIOTHERAPY

Did you know you can make an appointment with a physiotherapist without having to see a GP first?



The scheme delivers a more efficient and streamlined service for patients, reducing waiting times and ensuring patients receive access to the treatment they require as soon as possible. Physiotherapy can help with a range of aches and pains, including arthritis, sports injuries, ligament sprains, muscle strains and post-surgical rehabilitation.

Julie Hunter, therapy lead for planned care at the Heart of England NHS Foundation Trust, said: “Patients can either arrange an appointment via phone or by completing one of our physiotherapy self-referral forms, which can be obtained from any of our physiotherapy departments or from most local GP practices. Once the form has been received, we will decide the best course of treatment and an appointment will be confirmed.

“Following the first appointment, we will help you understand your condition and work in partnership with you to develop a treatment plan that considers general health and fitness levels and your lifestyle.

“We would ask that while patients are free to make the most of our new scheme, **a GP referral is still required for neurological, paediatric, respiratory and women’s health conditions, plus any patients requiring a home visit.**”

A self referral form can be downloaded [here](#), which includes telephone numbers and locations.

Meanwhile.....



Do you receive a copy of the ‘Heart and Soul’ magazine produced by the Heart of England Foundation Trust?

Worth having a look.

Click [here](#) to go to the archived editions, together with information on receiving future copies and also benefits that are available.

UPDATE FROM DR MARKHAM



Kisoro, Uganda.

'I've had a great time so far! I've been learning a lot of paediatrics from the other two Doctors working here. The children arrive, often very unwell, dehydrated and many are malnourished. The staff here at Potters Village do an amazing job. We are open 24/7, so babies, children and some adults appear at our medical centre at any time of the day or night. There are no appointments.'



A new friend!



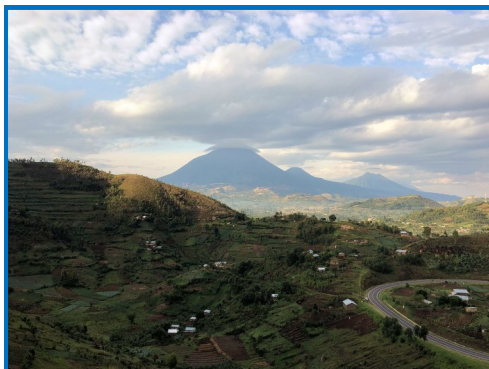
The Medical Centre



Special Care



A new premature baby who arrived this week.




A view of Rwanda and the Congo



Meanwhile.....

NHS 111 – Clinical Hub

At a recent meeting of the Patient Voice Group, part of 

Jenni McLaren, Urgent Care Commissioner at Solihull CCG updated the group on the Integrated Urgent Care service for the West Midlands.

Care UK now have the NHS 111 contract and work alongside six other Out of hours GP providers who all support a 'Clinical Hub' from different remote locations 24/7. This follows feedback from the public that the previous NHS 111 and Out of hours GP services were too fragmented. Now the 'call handlers' can transfer callers to Clinical Advisors during Out Of Hours (this is between 6:30pm and 8am).

One of the key benefits is that if a patient speaks directly with a Clinical Advisor, this avoids being taken through a lengthy script and they can be redirected to the most appropriate service. For example, pharmacists can provide advice regarding repeat prescriptions and book patients into an Out of hours GP appointment if required.

So far, from the December alone, the feedback has been very positive with over two-thirds of patients recommending the new NHS 111 service to a friend or family member and there have been very few complaints.

There is a Virtual Network registration form so patients can get involved!

You will then be added to the Virtual Patient Newsletter distribution list. The Newsletter contains updates on the service, performance reports and invitations to get involved in the service as and when they arise. Please find a link to the form [here](#).

Simply fill in the form and send it to engagement.westmidlands111@nhs.net or post to: Robbie Palmer, Communications Team, Kingston House, 438-450 High Street, West Bromwich, B70 9LD.

Meanwhile.....

Take care.

