

SURGERY NEWSLETTER

NOVEMBER 2022

Flu vaccination:

If you are eligible to a Flu vaccination and haven't had it yet, please call the surgery now to arrange your appointment.



APPOINTMENTS SYSTEM:

All clinics are run by appointment. You can book an appointment by phone or at reception.

When booking an appointment, you will be requested to give a reason for the appointment. Please do not be offended as your information will remain confidential. It is optional to give this information; however, it helps us to ensure that you see the appropriate professional and the right priority is given to your problem.

TELEPHONE CALLS

The phone lines can get very busy in the mornings as many patients are trying to book appointments. For general enquiries please call after 10:00am.

HOME VISITS

If you think you may require a home visit, please telephone the surgery before 10:30. You will be required to tell the receptionist the reason for your request.

All requests are passed to a Doctor, who may telephone you to discuss the best way of helping you. They decide whether a visit is

appropriate based on medical need. Please bear in mind that certain examinations, tests, or procedures can only be carried out at the surgery and you may be advised to attend accordingly.

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New staff at the practice:

We have welcomed the following members to our team

Care Co-Ordinator Vani Nalabotu

The care coordinator role will ensure patient health and care planning is timely, efficient, and patient-centred. The role will include responsibilities for the coordination of the patient's journey through primary care and secondary care.

Clinical Pharmacist Maria Ashiq

Clinical pharmacists work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks. Treating patients with minor ailments

Social Prescriber Tajinder Chana

Social prescribing link workers connect people with local community activities and services that can help improve their health and wellbeing. A vital part of your role will be to build relationships with the people you are helping by listening carefully to what's important to them and what motivates them.

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Following the passage of the Health and Care Act 2022, we now form part of the Birmingham and Solihull Integrated Care Board (ICB).

You should not notice any difference in the GP service you receive, as this recent change is mostly related to the contracts which

practices hold. Existing pathways and services will remain as they are currently.

If you have any queries about your GP service which we at the practice are unable to resolve, please email contactus.bsolccg@nhs.net

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Christmas & New Year opening times

Closed:

Monday 26th December 2022

Tuesday 27th December 2022

Monday 2nd January 2023

Open normal working hours:

Wednesday 28th December 2022

Thursday 29th December 2022

Friday 30th December 2022



***MERRY CHRISTMAS & A HAPPY NEW YEAR FROM
ALL THE STAFF***