

**Spring 2018**

**Welcome!**

This PRG newsletter is here to keep you up-to-date on the Practice, and show you can look after your own health better.

**Extended hours surgeries in Walsall**

There are now three 'extended access hubs' in Walsall where you can arrange a routine GP appointment between 6-30 and 9-00 every evening, 10-00 to 3-00 every Saturday and Sunday, and even on bank holidays! The service is available to patients of ALL Walsall practices.

The three current hubs are at Broadway, Pinfold, and Darlaston. Future plans could include two more hubs in Walsall.



Each hub is staffed by a GP and an advanced nurse practitioner, and has full access to patient records, using the same system as our surgery uses – so they can

see your medical history, and what they add will be available at our surgery.

To book an appointment at one of the hubs, ring 01922-501999. This number is for all of the hubs, which are operated by Waldoc, the Walsall out-of-hours service.

**NHS – 70<sup>th</sup> birthday celebrations**

The NHS will be 70 this year, and we want to celebrate this in style!



Both the Practice and the PRG are keen to celebrate – the day is 5 July 2018 – but we aren't sure how, yet. We're keen to recognise the way that the NHS has become a part of British culture – and, particularly, to celebrate the staff who make it work, every day, for all of us.

Maybe a birthday cake in the Surgery?

We'd particularly like to hear from any patients who share the NHS's date of birth and would like to play a part in the celebration: so if you were born on 5 July 1948, please get in touch with either the PRG secretary, John Duder (email at the

end of this leaflet) or tell Reception when you visit the surgery.

And if you have ideas about how we should celebrate, please tell us!

**Blood test results**

Important information about blood tests and results from the surgery...

When you have had your bloods taken by the surgery, if the Surgery do not contact you, it means that your test was normal, and there is nothing to worry about. They will contact you if there is any problem, to arrange the action you need to take.

If you have online access to test results, you will be able to get the detailed results at <https://patient.emisaccess.co.uk>.

You can also order repeat prescriptions and book appointments through the system.

If you don't yet have this, ask at Reception for more information, and they will tell you what you need to do to register. You will need to bring photo identity along.

**New staff at Lichfield Street**

Dr Saini is our New Full time salaried GP at Lichfield and we welcome him to the clinical team. We also have two new Clinical Pharmacists, Rohima Hashim and Thao Lam, at the surgery. They are available for routine medication reviews, and for patients requiring same-day

urgent appointments to deal with minor ailments such as chest, throat, eye, ear and urine infections. They can also see patients who require a contraceptive pill review, musculo-skeletal problems (such as strains and sprains), abdominal problems (like constipation), and hay fever symptoms.

Medication reviews are an important part of the way the Practice treats patients, making sure that the medication that you use is the most effective, and that there are the fewest possible adverse interactions if you are on multiple medicines for different conditions.

Clinical Pharmacists are the experts in medication reviews and queries.

You can see a Nurse Prescriber or Clinical Pharmacist much sooner than a GP, especially for minor ailments like coughs, colds, chest infections, urinary tract infections, ear and eye infections, eczema and psoriasis, insect bites, hay fever and toe nail infections.

If you have any of these problems, please book in with the Clinical Pharmacist or Nurse Prescriber.

### **New Build / Relocation of Services at Lichfield Street Surgery.**

Many of you will know the surgery has been talking with its patients about moving services to a new building on Lower Forster Street. The patient engagement process finished on the 19<sup>th</sup>

of January, and the result will be fed back through a number of forums. The PRG committee have been kept up to date throughout the engagement process.



### **What's a PRG for?**

The PRG exists to provide a link between the Practice and its patients, and reviews feedback from patients in every meeting.

We are not here to handle individual complaints or comments, which should be made direct to the Practice, but aim to make sure that they are responding to the feedback they receive.

### **Want to join us?**

The PRG is open to everyone registered at the Practice. We meet every 2 months to discuss matters of interest to the Practice and its patients. You can find our meeting minutes here:

[lichfieldstreetsurgery.co.uk/ppg.aspx](http://lichfieldstreetsurgery.co.uk/ppg.aspx)

PRGs exist to help practices engage with their patients, and understand patient needs better. They can also feed ideas into the wider NHS.

To find out more, please either email the PRG secretary (John Duder) at [lichfieldstreetprg@gmail.com](mailto:lichfieldstreetprg@gmail.com), or ask at Practice reception.

Or just come along to a meeting! Meetings for the rest of this year and early 2018 are at 2-30pm on:

Wednesday 21<sup>st</sup> March

Wednesday 16<sup>th</sup> May

The AGM will be at 6-30pm on Wednesday 30<sup>th</sup> May 2018.

Everyone is welcome to attend, and we currently need more members willing to be part of the committee (and attend most of our meetings, and play an active rôle in the PRG).

The current committee members are Gwen Evans (Chair), Kath Hawker, Ann Farrell, Mary Fulford, Deborah Hennessey, Joy Kirby-Tibbits, Cliff Kirby-Tibbits, and John Duder (Secretary). Usually, the Practice Manager and Dr Hobson join us.

We particularly want to diversify our membership in terms of age and ethnicity!

For the nerds and geeks: you can see our terms of reference at in the PPG pages of the Practice website.

