



Winter 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 routine and urgent GP appointments 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. The 4th Hub is now in operation in the East region of Walsall operating from Monday – Friday in the evenings at Portland Medical Practice in Aldridge.

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.

Patients, who wish to book an appointment at one of the hubs, ring 01922-501999. This number is for all of the hubs. Alternatively, call NHS Direct on 111. Either route will mean that you can get advice on which hub is nearest to you.

You must book an appointment – it's not a walk-in scheme.



Online access

The system that the Practice uses to give patients online access is called Patient Access, and is provided by a company called EMIS.

The company has recently updated the site to make it easier to use.

Unfortunately, if you had saved your password in your internet browser, it won't automatically come up for the new version.

If you don't have a note of your password, please just come in to the surgery, and the receptionists will be able to give you your password. Please remember to bring

some photo identification – passport, driving licence etc.

Remember, online access allows you to:

- Order repeat prescriptions (which the Surgery can send electronically to the pharmacy of your choice)
- Book and cancel appointments
- Access to your detailed coded record.

All of this can make life more convenient for you, and allow the Surgery to deal with routine things efficiently, so that staff can focus on people who need to come into the building.

One of the advantages is that you can confirm that blood test results have been normal, and that no further action is needed.

If you don't yet have access, ask the receptionists for more information.

Blood test results

Online access is very important for blood tests and other results.

The Surgery will contact you if you need any follow-up action after tests. If the Surgery does not contact you, it means that your test was normal, and there is nothing to worry about.

You can get the detailed results at www.patientaccess.com.

Pharmacy First

It's easy to get confused between a company called Pharmacy First, and the NHS Pharmacy First scheme.

The NHS scheme allows you to get NHS treatment from your local pharmacist for a wide range of common complaints. You must be over 16 and entitled to free prescriptions. The pharmacist will only dispense medicine if you need it, and you can use the scheme up to 3 times a year.



Pharmacists at the Surgery

Pharmacists provide an additional resource at Lichfield Street, and can deal with many of the more minor conditions patients suffer from such as minor illness /ailments like coughs and colds, and repeat prescriptions. This frees doctors up to deal with more complex problems that some patients face.

Flu clinics

There will be a number of flu vaccination clinics in November and December. Check the notices in the Surgery for dates.

Open PRG meeting

We are planning an open meeting of the PRG during the autumn. Everyone is welcome, and there will be talks and refreshments provided. Watch the PRG noticeboard for the date and topics.

Relocation of Lichfield Street Surgery

From the 8th of October 2018 until the 18th November 2018 the surgery will be engaging with patients on the relocation of services to a new state of the art medical centre on Hatherton Street. The Surgery has posted further information on the proposal on their website and Facebook pages. The surgery is encouraging as many patients as possible to attend the surgery to complete a questionnaire to express their views.

What's a PRG for?

The PRG provides 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

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 at lichfieldstreetprg@gmail.com, or ask at Practice reception.

We particularly want to diversify our membership in terms of age and ethnicity! You can see our terms of reference at in the PPG pages of the Practice website.

GET INVOLVED!

We hope to see you soon