



Winter 2019

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.

Flu clinics

There will be a number of flu vaccination clinics during the autumn and early winter. Check the notices in the Surgery, **on the website and via Facebook** for dates.

This year, the Practice will be using a flu vaccine that is safe for people who have an egg allergy.

In the first three weeks of this year's campaign, the Surgery vaccinated half as many patients as during the whole of last year's campaign!

Come and get your Flu jab!!!

Christmas closing

The Surgery will be closed on the scheduled bank holidays which are the 25th and 26th December, and on 1st

January. Otherwise, opening will be absolutely as usual.

Please contact NHS 111, Waldoc Extended Access Hubs – 01922 501999 or present at your local Walk in Centre.

A warmer winter

It's really important to stay warm during cold weather, especially as you get older.

If you know someone who is vulnerable, please make the effort to call in on them to make sure that they're OK during the winter.

If you're a Carer, there may be help available to you – the Practice has packs that give advice and contacts for patients who fulfil this role.

The qualifications for having one of these packs are that you're a Carer, and a patient of the Practice. The person you care for doesn't need to be registered at Lichfield Street Surgery.

Out of hours access surgeries in Walsall

The Urgent Care Centre in town is now closed. The Centre at the Manor Hospital, next to the A&E Department, is still available.

You can also book an appointment at one of the Extended Access Hubs in Walsall by ringing 01922-501999. The hubs work by

appointment only, following a telephone consultation.



Online access

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.

Self-care



Where you are not seriously ill, and only need painkillers, indigestion tablets or antihistamines, your pharmacist can sell

you the appropriate treatment over the counter.

The cost is small, and you can start treatment at once. This saves you time, and reduces the effective cost to the NHS – if you get the same treatment from A&E, the cost can approach £100!

Of course, if symptoms persist, you should make an appointment to see a clinician within the surgery.

Open PRG meeting

We are holding a meeting in the Small Hall at St Martin's Church on Sutton Road at Date to be arranged

We will have a diabetes nurse to tell us about all aspects of diabetes.

Everyone is welcome, including people who are not diabetic, and people who are not patients at Lichfield Street.

Ordering via supplier websites

There are a number of ways to get prescriptions for things like catheters delivered. Often, suppliers encourage you to order through their websites: this can take considerably longer than ordering through the www.patientaccess.com website, which delivers the request for a prescription direct to the practice, where it is usually completed within 48 hours

Relocation of Lichfield Street Surgery

The project to build a new home for the Lichfield Street Practice on the corner of Hatherton Road and Hatherton Street is currently on schedule.

The new building will accommodate three other surgeries, and there will be expanded parking, as well as a range of other additional facilities.

The PRG supports this initiative, as it will contribute significantly to the service that Lichfield Street Surgery can provide to patients.

Keep active!

One of the best things that you can do for your health is to stay active. You don't need to run marathons – just a little bit of physical activity will keep you healthier and happier.

Whether it's swimming at the Gala Baths (possibly in the Brine Pool, which is warmer and shallower, and where there are various mobility activities), walking, or regular yoga, it all helps!

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. The next few meetings (always at 2-30 on Wednesday afternoons) are on 20th November, 15th January and 18th March.

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.