 **Willenhall Oak medical Centre**

**SURGERY NEWSLETTER**

**January 2019**

INTRODUCING TEXT MESSAGING

**Text Message reminders**

This GP Practice will be sending text message reminders to our patients. You can receive information by text message on your mobile phone regarding appointments and your health care.

**What you need to do?**

If you would like your practice to contact you via the text messaging service please make sure that we have a current mobile number for yourself or any family/household members, If you do not wish to receive these reminders please contact the surgery who will update your records.

**Remember**

Remember to tell us of any change in your mobile number as the service will only work if your contact information is up to date.

**Cervical Cancer Prevention Week**

**21st- 27th January 2019**



**Smear tests prevent 75% of cervical cancers, so while they may not be pleasant, they are important.**

**However one in four women don,t attend. Help us to change this!**

Every year in the UK, around 3,000 women will be diagnosed with cervical cancer. Cervical cancer is the most common cancer in women aged 35 and under.

All women who are registered with a GP are invited for cervical screening through the NHS programme:

**Aged 25 to 49 – every 3 years**,

**aged 50 to 64 – every 5 years**.

Many women feel embarrassed about attending an appointment however the test only lasts a few minutes and nurses are specially trained to explain the process to you. If you have been invited for your screening appointment, or think you may be due, please contact us to book your appointment. **Find out more:** [**www.jostrust.org.uk**](http://www.jostrust.org.uk)

**Not had your flu vaccination yet?**

**Even as late as January, there are still a few months left in the flu season, so it's still a good idea to get protected**.



The flu vaccine is important for people who are at greater risk of developing health problems from the flu to get vaccinated.

Telephone Triage Appointments

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We are trialling a new system on Friday mornings whereby all telephone requests for same day appointments are being dealt with by one of our GP’s. The GP will call you back, and after speaking to you on the telephone, if it is necessary for you to be seen by a health care professional, we will make arrangements for you to be seen.

Patients should be aware telephone requests should be made as early as possible after 8.30am and that the list will close if there is high patient demand.

If the list has been closed when you call you may be asked to attend a local walk in centre or offered an appointment at one of our extended hours hubs for the evening or week-end.

We would welcome your thoughts on our new system. Why not come along to our next patient participation group meeting and tell us your thoughts.

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**FREE NHS Health Checks**

We are now able to offer the FREE NHS Health Checks for patients aged 40-74 who do not have a history of stroke, heart disease, kidney disease or diabetes. Eligible patients are invited to have a check once every 5 years- so don’t be surprised if you get an invite. The point of these checks is prevention so it is important that you are willing to make lifestyle changes as a result if you take up the check.

If you fit the criteria and would like to take the opportunity to have an NHS Health Check then please ask reception to arrange you an appointment.

### EXTENDED HOURS APPOINTMENTS

We now offer GP and nurse appointments in the evening and weekends.

**To book an appointment or find out more, please speak to a practice receptionist.**

**Appointments are available at all our Extended Hours Hubs**:

# Coventry

1) Longford Primary Care Centre, (Dr Princewill & Partners), Longford Road, CV6 6DR

2) Moseley Avenue Surgery, 109 Moseley Avenue, CV6 1HS

3) Quinton Park Medical Centre, Cheylesmore, CV3 5PZ

4) Stoke Aldermoor Medical Centre, The Barley Lea, CV3 1EG

5) The Broad Street Surgery, 200 Broad Street, CV6 5BG

6) Tile Hill Surgery, Station Avenue, CV4 9HS

7) Wood End Health Centre, Deedmore Road, CV2 1XA

# Nurse Appointments

Our nurses see patients for the following appointments:

* Ear Syringing
* Dressings
* Childhood Immunisations and Vaccinations
* Cytology (smears)
* BP Checks
* Asthma Checks
* Contraception including Depo injections (the patient will need to bring the injection with them)
* Vitamin B12 injections (the patient will need to bring the injection with them)

**Surgery News Update**

**Hopefully most of you saw the news of Partnership changes to the practice last year.**

**Dr Eirlys Williams and Dr Raj Kolluri are now practice partners.**

**Dr Wallace and Dr Saeed remain with the practice, consulting for a few sessions each week.**

**Registrars**

**Dr Aulakh will be leaving us at the beginning of February to continue her GP training.**

**We will be welcoming back Dr Kelechi Mbanaso after she has taken time out for surgery on her arm.**

**Dr Mai Elftise will remain with us for completion of her GP training until mid May 2019.**

Patient Participation Group( PPG)



If you would like to join our patient participation group who work positively to support the practice in improving services for patients, helping ensure we are aware of patient needs and services are appropriate and effective; why not come along to the next PPG meeting – please ask at reception for details.

**You can make an appointment for blood tests at several locations across Coventry, Rugby and North Warwickshire. The new service helps patients, carers and family members plan their hospital visit better, and helps reduce clinic waiting times.**

**See all locations and book your appointment online at** [**www.uhcw.nhs.uk/bloodtests**](http://www.uhcw.nhs.uk/bloodtests)

**PLEASE COMPLETE A FEEDBACK CARD**



We’d love to hear your feedback and how you think we are doing—please complete one of our feedback cards during your visit today! The cards can be found in the waiting area.

Alternatively, you could visit NHS Choices online to leave your feedback. You can access our NHS Choices page on www.nhs.uk and then typing “Willenhall Oak Medical Centre” in the search bar at the top right-hand corner of the page.

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**Prescription Ordering Direct (POD)**

This is a convenient effectice way to order your repeat prescription.

Telephone **02476 246072** Monday to Friday between 08:00am and 5pm and speak to a trained health professional who will order your medication for you. You will be speaking to a dedicated person who will have time to answer any repeat prescription queries and will be able to alert you if a medication review is due.

The aim of this service is to ensure patients are receiving the correct quantity of medication that they need in a timely manner to reduce the amount of prescription waste in our area. Unsused prescription medicines cost the NHS over £ 6 million every year in Coventry and Rugby alone.

Once you have made the telephone call your prescription will be authorised by your usual GP and will then be available at your nominated pharmacy 48 hours later.

Get Fitter by being a New Year Quitter

It is proven you are more likely to quit smoking with one to one support than going it alone.

We are here to support you every step of the way towards achieving a much healthier lifestyle through support and advice on reducing your risk of developing conditions and illnesses and, if you smoke, support to help you quit.



**Did you know about 12 million don’t attend GP appointments every year?**

That is 46,000 appointments every week and costs the BHS about 162 million.

If you think you will be unable to attend your booked appointment, please let us know so we can offer it to someone else

Ensure your contact phone number is up to date and you can use our text reminder service to CANCEL.