 **Willenhall Oak Medical Centre**

**SURGERY NEWSLETTER**

**JUNE 2019**

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Warwickshire, Solihull and Coventry Breast Screening Service offer free breast screening in a convenient location.

**We are screening your practice in July 2019**

**The mobile unit will be at City of Coventry Health Centre**

The NHS Breast Screening Programme saves **1,400 lives every year.** All women aged

50 and over are entitled to breast screening every three years.

As part of the National Breast Screening Programme the age range is being extended from 47-50 and 70-73 and women are being selected randomly per GP practice within this age range as part of a trial. You will soon be receiving an appointment through the post; the appointment can be changed to be more convenient to you if required.

Any lady over 70 is entitled to breast screening and is able to make any appointment on the number below as long as it’s not been less than 3 years.

Breast Cancer does’nt care BUT WE DO

Please visit our website

[www.bscreen.org.uk/coventry](http://www.bscreen.org.uk/coventryTelephone)

[Telephone](http://www.bscreen.org.uk/coventryTelephone) enquiries02476 967200

**Carers Week 10- 16th June2019**



When people need help with their day to day living they often turn to their family and friends. Looking after each other is something that we do.

**A carer is someone who provides unpaid care and support to a family member or friend who has a disability, mental or physical illness, substance misuse issue, or who needs extra help as they grow older.**

**This Carers Week 2019, we're coming together to help carers get connected.** There are 6.5 million people in the UK who are carers. They will be looking after a family member or friend who has a disability, mental or physical illness or who needs extra help as they grow older.

Caring can be a hugely rewarding experience but carers often find it challenging to take care of their own wellbeing whilst caring. Its impact on all aspects of life from relationships and health to finances and work should not be underestimated. Caring without the right information and support can be tough.

Please see the link below for further information

[CW 2019 Are you looking after someone booklet.pdf](https://willenhallprimarycarecentre.nhs.uk/mf.ashx?ID=287e4207-e093-457a-bcf5-e433095107c6)

 Telephone Triage Appointments

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On the days when telephone triage is in operation 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.

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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)

**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.**

**Surgery News Update**

 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 at 1pm on Thursday 8th August 2019 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)

**New telephone system**

The surgery will be having a new telephone system from the end of June 2019.

We hope this will improve patient experience when contacting the surgery.

Why not come to our patient participation group meeting on Thursday 8th August 2019 at 1pm and let us know.

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**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.



**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.



**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.