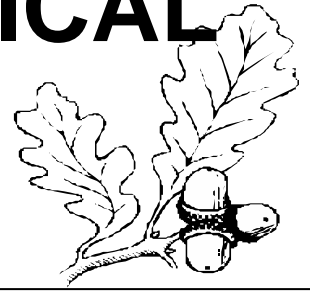


WILLENHALL OAK MEDICAL CENTRE NEWSLETTER



March 2024

A WARM WELCOME

We would like to update you on the changes that you may have noticed in last few month at the practice.

As you already may be aware we are teaching practice and sometimes you are being seen by medical students or training GPs.

Additionally, we would like to give warm welcome to our growing reception team but also our long-standing reception team who are working really hard to accommodate every request from our patients but also from our clinical team.

OUR OPENING HOURS

Our opening hours have not changed but little reminder:

Mon	08.00 – 12.00 and 14.00 – 18.00
Tue	08.00 – 12.00 and 14.00 – 18.00
Wed	08.00 – 12.00 and 14.00 – 18.00
Thu	08.00 – 12.00 and 14.00 – 16.00
Fri	08.00 – 12.00 and 14.00 – 18.00

You can always contact us on our practice phone number but also you can reach us via our website and submit question. Please remember that sometimes it can be 48 hours before we get back to you so if the request is urgent please contact us via phone

Training days – surgery will be closed

Wednesday 20th March 2024 - afternoon
Wednesday 17th April 2024 – afternoon
Wednesday 22nd May 2024 – afternoon

PROJECTS THAT THE PRACTICE TAKES PART IN

We have recently signed up to few new projects that will benefit to our patients:

Army Veterans – if you are currently serving in the army or used to serve and are classed as army veteran please let our staff know about this. By recording such vital information on our records it helps us to direct you in appropriate care when we need to.

Cares trust – if you are a carer (non-paid occupation) please let us know. Being registered carer enables us to refer you for further support whether this is financial or not.

Medical research – we have signed up to medical research with Warwick University. There are variety of projects that we participate in. Should you meet the criteria for participation, we would be contacting you offering you to take part.

TIME FOR A CUP OF TEA

We would like to extend a warm welcome to all patients and patients that would like to join us for building our Patient Participation Group

This Group is to help the surgery management team to understand better to our patients need and build close relationship with local community. We will be in upcoming month hosting numerous events with guests from:

- Healthy lifestyles
- Carers trust
- Befriending services etc.

Meet us for a first meeting

Thursday 11th April 2024 12.30 – 14.00 at Willenhall Oak Medical Centre

POD

For last few month it was publicised that POD is closing. Our team is working really hard to contact all patients that are currently known to us as POD users and we are offering to support you in this transition.

We are encouraging our patients to register for **NHS App** where you can **order your medications** directly in our clinical system from a doctor without need to contact us and you can see progress of your medication from comfort of your home.

Alternatively you can speak to **your pharmacist** if they can order medications on your behalf or bring us the **green slip** and order these directly from us.

MSK Self-care website

UHCW Coventry Integrated Musculoskeletal Service has created MSK self-care website for people experiencing muscle and joint aches and pains to access prior to seeking healthcare but may also be useful during and after healthcare consultations.

Here is the link [Self Care - University Hospitals Coventry & Warwickshire \(uhcw.nhs.uk\)](https://www.uhcw.nhs.uk/self-care/)
<https://www.uhcw.nhs.uk/self-care/>

MEASLES OUTBREAK

If you or your children have not had Measles vaccination formally known as MMR please book appointment with our nurse Julie

We will check your vaccination record but also we will make sure should you have the vaccination still outstanding we will offer you the vaccine.

CAR PARKING

Did you know that the surgery pays for extra parking spaces at Alan Higgs Centre in order to elevate the parking on the residential road. Please feel free to use these spaces provided.

REFERRALS

Should you have been referred by our clinician to secondary care (hospital) for urgent referral and have not heard please check on this number before contacting us as this will be first advice we give you.

Tel 0800 252060

DNA

DNA has become quite significant issue

In this year between April 2023 and March 2024 we accounted for 693 DNA

- 335 hospital DNA
- 358 surgery DNA

Taking into consideration that each of the appointment would be 10 minutes if patients cancelled unwanted appointments we would be able to offer extra doctor once a week.

If you do not need booked appointment or it is no longer convenient time, please let us know and cancel your appointments. We could offer them to other patients and therefore further reduce waiting times for appointment and improve access.

NEW MANAGEMENT

Additionally to all changes we have a new practice manager. Carrie Dickinson after 35 years working with the surgery taken retirement. We wish Carrie all the best in freedom of retiree and long afternoon walks in the countryside :)

Our new practice manager is Lenka Weatherson. She has long experience in GP practices and would like to know more about what patients need and expect from the surgery.

Should you wish to reach Lenka to share your ideas for the surgery and views the best is to send email on lenka.weatherson1@nhs.net

Please be aware that this is not email for clinical enquiries nor appointment booking.