



Dawley Medical Matters Newsletter – winter 2021

Practice News

A big thank you to everyone who supported the bake sale held during the Saturday flu clinic in October. £86.30 was raised which will go towards the purchase of a 2nd ECG machine for Dawley Medical Practice. GPs are not given a budget for surgery equipment or furniture so any such purchases have to come out of practice funds. It has been another difficult year for the practice balancing the pressures of the COVID pandemic while dealing with the day to day demands of a busy general practice. Practice personnel have not been immune from the virus and on several occasions enforced isolation or sickness has put the team under great pressure. However by juggling staff, the partners have managed to maintain the service and keep the surgery open.

On a more positive note, the partners are pleased to be able to report there are several additional members of staff joining the team. Two new social prescribers have been appointed providing cover on Tuesdays, Thursdays & Fridays. The practice has said 'goodbye' to physio Jack Roberts (who has moved to another area) but work is ongoing to recruit two new physios to work across the primary care network. A clinical psychologist is seeing patients at Dawley Medical Practice on Tuesday afternoon/evening and Fridays. Laura can see adults or children with any acute or ongoing mental health issues. Finally two new recruits will be joining the pharmacy team, one before the end of the year and the other in early 2022.

3,000

That's how many appointments were lost at Dawley Medical Practice over the last year either by patients not turning up for a Face2Face (F2F) slot or not answering a scheduled telephone call. Overall the practice offered 63,000 appointments (29,997 were F2F which is over 3,000 up on last year). Nearly 33 thousand appointments were via a telephone call or video link. Home visits for housebound patients are still being carried out where there is a clinical need. The starting point for all appointments is still a call to reception who will book a telephone slot. Calls are triaged by the clinical team and patients who need to be seen face to face are invited to attend the practice subject to the usual COVID precautions (wearing a mask and social distancing).

COVID BOOSTERS



In the light of recent government guidelines, extra sessions for COVID booster injections are being organised at Dawley Medical Practice. The clinics are being added over the next couple of weeks and patients who are eligible for a booster are being asked to ring reception to book an appointment. Patients in all age groups can book provided it is at least 91 days since the second jab.

Seasonal flu injections continue to be given in the surgery. To date 79% of the over 65s have been vaccinated and 50% of the under 65 at risk patients.

Your Practice Needs You!

Got something to say about Dawley Medical Practice?

If the answer is 'yes', then why not join the Patient Participation Group?

The group usually meet four times a year at the surgery but haven't been able to for two years because of COVID. It is hoped a Face2Face meeting can be held in January 2022.

The role of the PPG is to provide feedback on the services that are offered by the practice and is an opportunity for patients to express their opinion.

Anyone interested should contact the practice in the first instance.

Are you struggling?

Maybe Dawley Medical Practice's social prescribers can help. They are in the surgery Tuesdays, Thursdays & Fridays and can offer help to anyone aged between 18 and 55. The service is open to anyone who is lonely or socially isolated or has a long term condition or mental health needs. Support is also available for carers or patients who have wider issues such as debt, housing problems or relationship issues. If you feel you could benefit from talking to the social prescriber, please contact reception who will pass on your details.

More help for military veterans



Dawley Medical has gained accreditation as a practice offering support to ex-service men and women. More than 50 Dawley patients are now recorded as veterans.

If you have ever served in the British Armed Forces (even for just a day) make sure you let us know and it will be coded on your record. There are many ways the practice can support veterans and their families.

Christmas Holiday

The practice will be closed for the Christmas & New Year Holiday as follows: - the surgery is shut

Monday 27th December & Tuesday 28th December 2021 and Monday 3rd January 2022. Open as normal Tuesday 4th January 2022. When the practice is closed, patients needing urgent care can contact extended access on 03300536456, 111 or 999 (in an emergency). For minor ailments a local pharmacy may also be able to help.

Prescriptions

A reminder to patients to make sure medication is ordered in time to cover the Christmas & New Year holiday.

Prescriptions can be ordered by ringing the POD (prescription ordering direct) on **01952 580350** or by email on tw.pod@nhs.net

Please allow 72 working hours for scripts to be signed and sent to your nominated pharmacy. For patients using an online pharmacy, please bear in mind your medication may take longer than usual to come through the post over the holiday period.

Medication can also be ordered online by signing up for Patient Access. More information can be found on the practice website

www.dawleymedicalpractice.co.uk

Finally



Best wishes for
Christmas and a peaceful and
healthy 2022 from all at Dawley Medical
Practice