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PPG Newsletter

Winter/Spring 2021: Edition 10

*Happy New Year.
Wishing you all the best
for 2021.*



We are encouraging all patients to sign up to patient access. The benefits of using Patient Access are;

- Everything is done online via a computer or a mobile app
- Your repeat prescription can be ordered online so that it is ready for you to pick up from the surgery or you can ask for it to be sent straight to a pharmacy of your choice
- You can pre book on line appointments- non urgent
- Message the GP with health issues - non urgent
- View some of your medical notes on line

Book your next appointment with

Patient access

Manage your appointments online, at home or work

- ✓ View
- ✓ Book
- ✓ Cancel

Manage your appointments on the move with the free Patient Access app

Ask at reception for details and visit www.Patient.co.uk/access

emis

The graphic features a laptop and a smartphone. The laptop screen displays a list of actions: 'View', 'Book', and 'Cancel', each with a checkmark. The smartphone screen displays the text 'Manage your appointments on the move with the free Patient Access app'. The background is split into orange and green sections.

To sign up for Patient Access please contact reception and they will give you the relevant forms and more information.

PPG (PATIENT PARTICIPATION GROUP)

Would you like to be a valuable source of information and support for the Practice team? Would you like to be have your say and be involved?

If you are interested in joining the PPG, please speak to the reception team.

We welcome a Health Assistant at the Practice.

We have recently welcomed Emma as she has recently joined the Team as a Health Care Assistant. Some patients will already have met Emma.



New Staff Welcome

We have recently had New Members join the Reception/Admin Team.

Please can we all welcome Chelsea, Jordan, Louisa and Talia who has joined the team.

PATIENT QUESTIONNAIRES

Please get involved with the patient surveys which will be sent out by text. We would really appreciate and love to hear and receive feedback from our patients.

COVID Vaccine

At present there are 2 vaccines available (Pfizer and Oxford). The COVID vaccine site has been confirmed as the Roman Way Hotel on Watling Street. We are asking patient's not to call and enquire about these as this is resulting in added pressure to our busy phone lines. As soon as patients are entitled to the Vaccine we will be calling.

Appointments

All appointments are being offered as phone/video Consultations and will remain this way until further notice. Patients are being seen F-2-F when the Clinician feels it is clinically appropriate. We have to continue in this way in order to protect both staff and patients.

Extended Prescribing

Is a new system with Prescriptions. This is only being offered to patients' who are on a regular and stable medication and where the GP feels it is safe for this to be offered. This new system means that it saves patients time, as they do not have to order their repeat Prescriptions every month. This also saves Pharmacies from being overwhelmed with dealing with prescription requests. In order for this system to work effectively means that all patient's have to ensure that they are following the information which has been sent out to them via text message/over the phone and only ordering on the next re-order date which has been provided to them.

Emergency & OOH Cover

EMERGENCIES

In the event of a serious problem, such as chest pain or collapse, call **999** immediately.

OUT-OF-HOURS COVER

Medical advice is always available for emergencies at night, weekends and all bank holidays.

NHS 111

For urgent & non-urgent advice call 111.

You can also ring **01543 576660** where the recorded message will give you the number for the Out-of-Hours service

STOP PRESS!

!!! DO NOT FORGET TO ALLOW 48 HOURS FOR YOUR REPEAT PRESCRIPTIONS !!!

First Contact Physiotherapist (FCP)

Aaron Stubbs, First Contact Physiotherapist (FCP) from MICATs started at the practice in November 2020 and offers consultations for musculoskeletal problems.

He will be able to assess patients and give advice on how to manage their problems or refer to community services if appropriate. The following conditions can be referred to him.

Back and neck pain, Hip or knee pain, Shoulder pain, Other joint pain, Osteoarthritis, Sprains & strains, Sports Injuries and Trapped nerves.

Disclaimer: This newsletter is produced by the PPG group in partnership with the practice management team. Some articles written by PPG members are of their ideas, facts or opinions and therefore will not be the responsibility of the surgery. If you have any queries then please feel free to contact the Practice on 01543 576660

If you require this leaflet in any other format then please do not hesitate to speak to a member of the team.

If you have any comments or suggestions about this newsletter or indeed any aspect of the service that Dr Rasib & Partners provides, please feel free to contact the Managing Partner, Sam Rasib on 01543 576660 or in writing to GP Suite, Cannock Chase Hospital, Brunswick Road, WS11 5XY