



GP Suite  
Cannock Chase Hospital  
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# PPG NewsLetter

Winter 2016: Edition 2

*Seasonal Greetings  
To All*





Friday 23<sup>rd</sup> December: 8.00 – 6.30pm  
Saturday 24<sup>th</sup> December: Closed  
Sunday 25<sup>th</sup> December: Closed  
Monday 26<sup>th</sup> December: Closed  
Tuesday 27<sup>th</sup> December: Closed  
Wednesday 28<sup>th</sup> December: 8.00-6.30pm  
Thursday 29<sup>th</sup> December: 8.00-6.30pm  
Friday 30<sup>th</sup> December: 8.00-6.30pm  
Saturday 31<sup>st</sup> December: Closed  
Sunday 1<sup>st</sup> January: Closed  
Monday 2<sup>nd</sup> January: Closed  
Tuesday 3<sup>rd</sup> January: 8.00-6.30pm

### The benefits of using Patient Access:-

- Everything is done on line 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



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

### Important notice to all patients:

Please make sure that you keep all your details up to date

#### These include:







- \* Phone Number
- \* Address if you move house
- \* Email address if appropriate
- \* Change of name
- \* Anything else you think the practice may need to know

*You will be required to produce identification for a change of address such as a recent utility bill at your new address*



# Choose well - Right Treatment, Right Place, Right Time

Do you know where to take your loved ones when they need medical help? Cannock Chase Clinical Commissioning Group is supporting a national campaign to ensure people know where to go for medical help when they need it. Too many people are turning up at A&E because they simply do not know where else to go for treatment or what other services are available. The Choose Well campaign, which is being promoted at GP Practices and community venues across the area, focuses on getting people the right treatment in the right place at the right time. It aims to help people to understand the different options available and to improve their experience of local health services.

<b>Self-care</b> 	Grazed Knee Cough or cold Sore throat	Make sure your medicine cupboard is stocked up with over the counter remedies
<b>NHS 111</b> 	Unsure Unwell Confused Need to know where to go	When you need medical help fast but it's not a 999 emergency
<b>Pharmacy</b> 	Diarrhoea Runny Nose Headache	For advice on common illnesses and medicines to treat them
<b>Your GP and Out of Hours</b> 	Ear pain Backache Throat infection	If you have an illness or injury that won't go away make an appointment to see your GP. If it's outside your GP's opening hours, you can telephone your GP surgery to be directed to the local 'Out of Hours' service.
<b>Minor Injuries Unit</b> 	Strains Sprains Stitches	For minor injuries
<b>A&amp;E and 999</b> 	Choking Chest pain Blackout Blood loss	Life threatening situations and emergency

## **Introduction:**

**We would like to welcome Dave Singh, Advanced Pharmacist Practitioner (MPharm, IPrsecr, PGcert)**

Dave is a qualified pharmacist prescriber. He recently joined the team at GP Suite (Dr Rasib & Partners). This means that the practice is able to offer patients more options and availability to see a practitioner other than a GP. Dave is able to see patients for a variety of ailments and assist them in treatment options, provide healthcare advice and even refer to specialists.

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### **PATIENT QUESTIONNAIRES**

*Thank you to all patients who gave their time and participated.*

*The results for these questionnaires will be published in April 2017*

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### **PATIENT BUDDY SCHEME**

We are welcoming more patients to join the scheme. You shall be well supported and also be giving support to a needy patient.

*Please ask at reception for further details and an application form*

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### **FLU & PNEUMO VACCINATIONS**

**PROTECT YOURSELF AND YOUR FAMILY FROM FLU!**

*If you still haven't had you flu or pneumo vaccination then there is still time.*

**PLEASE BOOK AT RECEPTION**

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### **PPG (PATIENT PARTICIPATION GROUP)**

Our PPG continues to be a valuable source of information and support for the Practice team.

The next meeting will be held on Tuesday 20th December at 12.00pm at the Practice. If you are interested in joining the PPG, please speak to the reception team.

## **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 THAT WE OFFER TELEPHONE CONSULTATIONS***

**Thursday evenings  
6.30-7.30pm**

*'SEASONAL NEW  
YEAR GREETINGS  
TO ALL'*



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

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**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**