

Darwin News

Issue 16 - July 2022



Summer Edition 2022

Welcome to the Summer edition of the practice newsletter, our aim is to keep you updated with what's happening in the practice and to let you know we are here for you and your loved ones in times of need.

Key dates for your diary

Here at the surgery we are committed to ensuring our Clinical and Administration Staff are kept updated with changes to protocols and learning. Each month for one Tuesday afternoon the surgery closes at 1pm and re opens at 8am Wednesday to allow us to keep our team fully trained.

Please see below for up and coming pre planned Summer training dates.

Tuesday 16th August 2022

Tuesday 20th September 2022

Introducing New Team Members

We are pleased to announce that we have recruited some new team members

New Salaried Doctor

Dr David Meacham

New Trainee Doctors

Dr John Etsegbe

Dr Osazee Ikponmwosa

Dr Nene Dafiaghor

Dr Rihazur Rahman

Dr Abbey Purdie

Sarah Farmer - Administration Manager

Katie Peacham - Practice Nurse

Emma Griffiths - Primary Care Practitioner

Angela Madge - Administration Team



Business Update

As a result of the pandemic we are seeing multiple viruses circulating that would normally be restricted to winter months. This is increasing the demand on the services we provide and we are coming into the summer months when we naturally see staff holidays increase.

We are proactively increasing the hours offered by our Reception and Administration Teams and we are gaining clinical support from Locums as well as ongoing recruitment to replace gaps we have across the team through leavers and maternity leave.

Friends & Family Test (FFT)



The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving NHS care or treatment. You can submit your feedback using the feedback forms that can be found in the surgery or alternatively via www.nhs.uk/friendsandfamily



- Here at Darwin Medical Practice we are continually looking at ways to improve access for patients to GP appointments. Our aim is to direct patients to the most appropriate healthcare professional within the practice
- A new service is available that will also allow the practice to direct patients to healthcare professionals within community pharmacies
- From 1st August 2022 we will be participating in the **Community Pharmacist Consultation Service** or CPCS, enabling the practice to formally refer patients with minor illnesses to a community pharmacist
- Patients will be asked a few basic questions about their conditions and, where appropriate and with their agreement, the practice team will refer the patient for a consultation for minor illnesses with a pharmacy of the patient's choice
- Pharmacists are experts in the use of medicines and can provide advice, along with quick and effective treatment for a wide range of conditions
- Most people are within easy reach of a pharmacy and, with many open in the evening and at weekends, the NHS Community Pharmacist Consultation Service is offering increased convenience and choice, while freeing up GP appointments for patients who may have a more urgent or complex need.
- The following animation provides more information on the new service
- <https://view.vzaar.com/22504178/player>

Reminders



Autumn Booster Programme

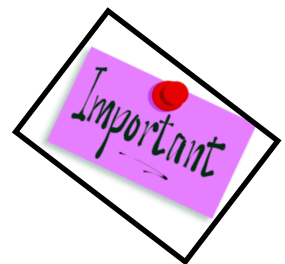
The autumn booster programme will start from September 1st and the spring booster programme at this point will end. People who will be offered a vaccine in autumn are: 65 years and above, care home staff, residents for older adults, frontline health and social care workers and people aged 16-64 who are classed as being in a clinically at risk group.

Keeping your GP appointment

Since the beginning of 2022 2% of patients who have taken the time to book an appointment with a member of the clinical team here at Darwin have not attended their appointment.



Each appointment costs an average of £30 but more importantly missed appointments contribute to the average wait time for appointments creating longer wait times.



If you are unable to attend your appointment please let the team here at the practice now ASAP so the appointment can be offered to other patients.

Patient Engagement Group Update

The PEG Group has been busy supporting the local Burntwood Community in Championing the renovation of a the derelict piece of land immediately adjacent to The Star Pub.

Back in 2021 Bill Harrison Deputy Chairman of the PEG asked if the Partners and PEG Members would support him with campaigning the local Burntwood Parish Council in developing the land. With the support of PEG Chairman Roy Ellwood, we are pleased that we have been told that funding is available for the re development of the land and that it will be re purposed.

While we are at full capacity for our PEG Group, we do have the opportunity for patient's to participate in the group via our virtual team. If you are interested in joining the Virtual PEG Group please contact Karen Cooper-Sollom Patient Liaison Officer at

darwinmedical.practice@nhs.net

Download the NHS App



The NHS App offers patients a number of services that can be accessed via a mobile phone, computer or tablet. The app can be downloaded via the below link.

<https://www.nhs.uk/nhs-app>

Patient's can order repeat prescriptions, view appointments, get health advice, view your health record, register your organ donation decision, get advice about coronavirus and get your NHS Covid Pass that can be viewed and downloaded for travelling abroad.

The benefits of using the NHS App are that we process requests received in this way much more quickly than email or paper requests and it is also safer.



Keeping in touch with your surgery

Darwin Medical Practice

Useful Contact Details

Darwin Medical Practice - 01543 682654

Out of hours number - 01543 412980 or 111.

Email the surgery - darwinmedical.practice@nhs.net

Please visit our website at

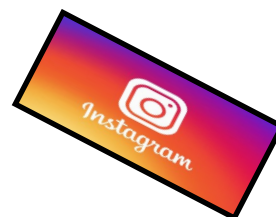
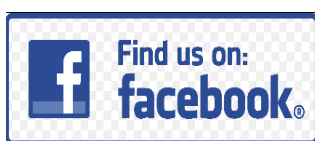
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Download the NHS App today!

How does it work?

- ⇒ Get your NHS COVID Pass
- ⇒ Get advice about coronavirus
- ⇒ Order repeat prescriptions
- ⇒ Book appointments
- ⇒ Get health advice
- ⇒ View your health record
- ⇒ Register to be an organ donor
- ⇒ Find out how the NHS uses your data
- ⇒ View your NHS number