

Issue 17— October 2023

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***Autumn Edition 2023***

*Welcome to the autumn 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 staff training dates:

Tuesday 17th October 2023

Tuesday 21st November 2023

Tuesday 19th December 2023

**Introducing New Team Members**

**New salaried GP**

Dr Rebecca Daniel

**Trainee GP’s**

Dr Muhammed Khan

Dr Misbah Manzoor

Dr Ghazala Sana

Dr John Etsegbe

Dr Osazee Ikponmwosa

Dr Zaneera Nasir

Dr Elizabeth McNeil

**Mental Health Practitioner**

Alison Parker



Dr David Meacheam

Salaried GP

Fran McCallum

Clinical Pharmacist

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**Shingles Vaccine**

From September 2023 anyone who is severely immunosuppressed and over 50 will be able to get two doses of the Shingrix vaccine – previously the vaccine was only available to those over 70.

 From 1st September 2023 those turning 65 and 70 will also be able to get the vaccine after their birthday, in addition to those already aged 70 -80. Patients will be contacted by the practice when they become eligible.



**Flu & Covid Autumn Booster Vaccines now available**

Flu & Covid Autumn Booster appointments are now available at the practice with some weekend availability on the 14th and 15th October 2023 at Greenwood Health Centre for people at greatest risk of serious illness including care home residents, over 65’s and frontline health and social care workers are eligible for the autumn vaccine booster.

If you have received an AccuRx message from the surgery, please use the self-book link to book your appointment or contact the surgery to book your appointment.

**How General Practice works.**

At Darwin Medical Practice we offer a varied range of services through a highly qualified and varied team of clinicians and support staff, which includes GP’s, Nurse Practitioners, Paramedics, Pharmacists, Health & Well-Being Coach, Social Prescriber, Care Co-Ordinator.

When booking an appointment, we ask patients to tell the receptionist their condition so that we can offer you an appropriate appointment and use our resources as effectively as possible.

**Urgent Care Appointments**

Whilst we respect those patients who are not comfortable to state the reason for their appointment our policy is that you will be booked in with a member of the urgent care team and if this turns out not to be appropriate, we cannot guarantee that you will see the required clinician straight away, and you may need to rebook.

**Changes to the way primary care works**

The core characteristic of a Primary Care Network is, practices working together, and with other local health and social care providers, to provide coordinated care through integrated services and service providers. Primary care includes general practice, community pharmacy, dental, optometry (eye health) services, mental health, social care, hospital, and voluntary services in the local community.

Where something can’t be dealt with by yourself, you can drop into a local pharmacy, doctor’s surgery, dentist or optician for convenient healthcare from a number of specially trained and experienced professionals.

**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

![note-34670_960_720[1]]()![calendar-appointment-day-circled-reminder-19147605[1]]()**Reminders**

**Keeping your GP Appointment**

Between 1st January 2023 and 30th September 2023 678 (3.8%) 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 another patient.

Patient Engagement Group

Wasteland adjacent to The Star Hotel

Our PEG Deputy Chairperson, Bill has been championing the repurposing and development of the wasteland adjacent to The Star Hotel Norton Lane next to Greenwood Health Centre.

In August Bill met with Lichfield Councillor Mike Wilcox, Vic Chamberlain, of Burntwood Action Group along with members of the Highways Agency to discuss the re-development of the wasteland. The outcome of the meeting is that Highways Agency have agreed to funding and carrying out work required to the footpath and access path to the site this will include dropping the curbs both sides of the road and installing tactile paving.

In addition, Burntwood Action Group are planning to arrange a meeting for local residence and businesses to discuss support required with the clearing, designing development and upkeep of the wasteland into a community garden.

**Interested in becoming a PEG Member?**

Since our last edition of the Patient Newsletter we have welcomed a number of new patients to our Virtual PEG Group, if you are interested in becoming a member, although we are at full capacity on our PEG Committee, we do have the opportunity for patients to participate in the group via our virtual PEG.

If you are interested in joining the virtual PEG Group please contact Karen Cooper-Sollom our Patient Liaison Officer at

Darwinmedical.practice@nhs.net

who will be happy to contact you with details.

**Download the NHS App**

The NHS App offers patients several 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

Patients 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.

How does it work?

* View your NHS Number
* Order repeat prescriptions
* Get health advice!
* Book appointments
* View your health record!
* Register to be an organ donor!
* Get your NHS Covid Pass

**Keeping in touch with your surgery**

Darwin Medical Practice

Useful contact numbers

![shopping-with-a-complete-ordering-process-on-Instagram[1]]()Darwin Medical Practice – 01543 682654

Out of hours – 01543 412980 or 111

Email the surgery – darwinmedical.practice@nhs.net

![twitter-logo[1]]()Please visit our website at [www.darwinmedicalpractice.co.uk](http://www.darwinmedicalpractice.co.uk)

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