

Darwin Patient
Winter
Newsletter

Issue 21 — February 2025



Winter Edition 2025

Welcome to the winter 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:

18-February 2025

18-March 2025

29-April 2025

While the surgery is closed if you are suffering with a medical emergency, please call 999. Alternatively, if you need to contact a clinician with an urgent condition, that cannot wait until the surgery re-opens, please call 0345 123 5491 and speak to Vocare who can provide clinical triage over the phone.

Introducing New Team Members

Practice Nurse

Meg Taylor

Phlebotomist

Aby Jones



Lindsay Power

Advanced Nurse Practitioner

Will be leaving the practice on the 24th February, we wish Lindsay good luck in her next venture.

Flu Vaccines

Due to the high level of influenza now being reported we have sent out further invitations to patients that are eligible and have not yet had the vaccine.

If you are eligible and wish to have the vaccine please speak to a member of our care navigation team who will be happy to book you an appointment.

Health Campaigns



Check your eligibility online for
Help to buy health food and milk with NHS Healthy Start
Free Healthy Start vitamins for women, babies and young
children

Apply online at www.healthystart.nhs.uk



Better Health Smoke free



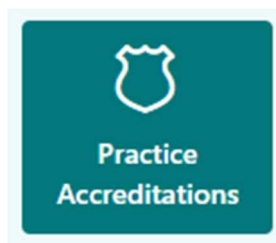
Make 2025 the year you quit smoking.

We can help you quit for good.

Search **Better Health**
quit smoking now for free support.

Extended Access Appointments

Our extended access surgery offers appointments on Thursday evening at Greenwood Health Centre Burntwood and Saturday at Samuel Johnson Hospital Lichfield, our Care Navigation Team can provide you with further information.



We are proud to have the following Accreditations

Safe Surgery

We commit to treating all patients equally and will support those in vulnerable situations.

Armed Forces veteran friendly.

Pride in Practice

The practice is committed to ensuring that all patients are treated equally and without prejudice.

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. There are several ways you can submit your feedback, follow the friends and family link on our website, Darwin Medical Practice, via www.nhs.uk/friendsandfamily or by simply filling out a Friends and Family Test card that can be found in the foyer or reception at each of our branches.

Reminders

Keeping your GP Appointment



We understand that things change but would ask that if you no longer require your GP appointment, please cancel it either by using the link sent with the appointment reminder, or by calling the practice.

Just so you know between the 1-January and 31-December 2024.

1376 patients

Who took time to book an appointment did not attend or cancel their appointment.

201 of those patients

have previously not attended appointments.

The impact of patients not turning up for pre-booked appointment is increased wait times for routine appointments, as well as the financial impact missed appointments has on the NHS.

If you no longer need your appointment, please cancel it.

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!

Keeping in touch with your surgery

Darwin Medical Practice

Useful contact numbers:

Darwin Medical Practice – 01543 682654

Out of hours – 01543 412980 or NHS111

Email the surgery – darwinmedical.practice@nhs.net

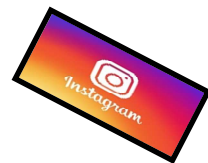
Please visit our website at www.darwinmedicalpractice.co.uk

Follow us on:

www.facebook.com/darwinmedicalpractice

www.instagram.com/darwinmedicalpractice

www.twitter.com/darwinmedicalpractice



PEG – Patient Engagement Group

Our PEG members provide a link between the practice and it's patients and are involved in making decisions about the range and quality of services we provide, some of which may result in changes in this service.

Each month you will have the opportunity to pose questions and make suggestions that will be discussed and considered by the group at the monthly meeting.

If you are interested in becoming a virtual member of our Patient Engagement Group please contact our Patient Liaison Officer Karen Cooper-Sollom who will be happy to add you to the list of members.