

Yardley Wood H C News

Spring Newsletter 2015

401 Highfield Road, Yardley Wood, Birmingham B14 4DU

Telephone No. 0121 474 5186 – Phone at all times even when surgery closed

Opening hours 8.30am – 6.00pm

Staff Announcements

Dr Sidra Mir one of our Registrar's will be leaving at the end of March 2015. We all wish her our best wishes.

May Bank Holiday's Opening Hours

Monday 4th May – Closed (May Day Bank Holiday)

Monday 25th May – Closed (Spring Bank Holiday)

Please make sure you order your prescriptions in plenty of time when a Bank Holiday is due.

Did not Attend

In January and February a total of 405 appointments were wasted due to non attendance! If you cannot attend your appointment then please cancel it. If you or a family member are admitted to hospital and you are aware that there is a doctors appointment booked, please inform us so it can be cancelled.

Hay Fever Season

Is fast approaching if you have had medication for this before please make sure it is ordered in plenty of time. If you need a prescription for Hay Fever and have NOT had it before, then you will need to book an appointment with a GP.

Travel Vaccinations

The holiday season is nearly here. If you are travelling abroad and need advice regarding vaccinations then please book an appointment with one of our Practice Nurses.

Out of Hours

When surgery is closed PLEASE phone the surgery number so that you are automatically directed to the out of hours for your need to be assessed and an appointment given to attend a walk in centre if needed. A&E services are under tremendous pressure and should only be for accidents or emergencies e.g. chest pain, severe bleeding, strokes etc. Inappropriate use costs money and delays truly ill people from possibly being seen sooner. If you have any comments regarding the out of hours service then please let us know, your feedback is important to us.

A&E Attendances

We are receiving quite a few letters from the A&E department for patients who have attended, but left without being seen. This is a waste of NHS resources. **Also children are best taken to the Birmingham Children's Hospital for A&E attendances as they are more able to deal with any emergencies.**

Repeat Prescriptions and ETP Prescriptions

These are **only regular medications** for which you have had **regular reviews** eg. BP, diabetes medications. Contraception, antidepressants and HRT are normally excluded.

It is **your responsibility** to ensure this: we **need 72hrs to process** and our appointments are available 1 month in advance. You can order on line, in writing or by post and some local pharmacists can order and deliver for you. No excuses! **Urgent** prescription can only be done in a genuine emergency.

Electronic Prescription Service

Changes to the way you collect your prescription from 3rd September 2013. The Electronic Prescription Service (EPS) is a NHS service. It gives you the chance to change how your GP sends your prescription to

the place you choose to get your medications. For further information ask for a leaflet at your pharmacist (discuss this with your Pharmacist or appliance contractor) or visit www.hscic.gov.uk/eps.

Online Appointments & Prescriptions

You can book appointments online, saving you time on the phone. You can also order repeat prescriptions over the web. **In addition you can now access your medical records on-line.** Ask at reception for your password to access the system. www.yardleywoodhc.co.uk.

Monday Appointments

We have now opened up extra appointments on a Monday (book on the day) as we recognise that this is our busiest day.

Telephone Consultations

You do not always need to see a doctor eg for medical notes, discussion of results. However, always ring for results in the middle of the day before booking an appointment. Please contact Reception we offer daily telephone consultations for dealing with appropriate problems.

Zero Tolerance

Our staff come to work to care for others, not to become victims of violence, threatening behaviour, physical, verbal, racial abuse or discrimination. If you are violent or abusive in any way towards our staff, we have the right to refuse to treat you. Any patient or visitor who treats any member of staff in this way will be removed from the premises and will be reported to the police and may face **prosecution**. It is unacceptable for patients to refuse treatment, care or services from a particular member of staff if the refusal is based on **racially discriminating grounds**.

Pneumonia/Shingles Vaccine

Pneumonia vaccine is available for people aged over 65 or anyone with a long term health condition. Please ask at reception for details. **Shingles** vaccines are available to patients 70, 78 and 79 please ask at reception to see if you are eligible.

Motivated to lose weight

You can now self refer to Lighten-Up Tel: 456 7823. You will need your recent weight and height measurement and you will then be given details and advice. **YOU CAN USE THE BP MACHINE IN RECEPTION TO OBTAIN YOUR WEIGHT/HEIGHT AND BMI DETAILS.**

Over 75s

In the last GP contract change, it was agreed that all patients aged 75 and over will have a named GP. If you are over 75 and newly registered with the practice you will be notified within 21 days of registration as to the name of your accountable GP.

Car Park

There have been several cases of patients blocking staff/other patients in on the car park. Please be courteous and do not park inappropriately.

Friends and Family Test

Please feel free to give feedback on the practice. Ask reception for more information. You can also add your comments on our website . www.yardleywoodhc.co.uk

Ethical Medical Research Studies

Yardley Wood Health Centre is proud to be an accredited research practice. In order to improve patient care we rely on support from patients getting involved in high quality medical research studies. All our studies are ethically approved and you will not be entered into a study without your informed consent or permission.