

# YARDLEY WOOD HEALTH CENTRE NEWSLETTER

## SPRING 2017

Telephone No. 0121 474 5186

[www.yardleywoodhc.co.uk](http://www.yardleywoodhc.co.uk)

### Opening Times

Monday 8.30am - 6.00pm  
Tuesday 8.30am - 6.00pm  
Wednesday 8.30am - 6.00pm

Thursday 7.00am - 12.00pm (EARLY OPENING)  
Friday 8.30am - 6.00pm

**The surgery is closed every lunchtime between 12.45pm and 2.00pm  
Reception phone lines are open at 8.00am. Online access is available  
at all times.**

### POLITE NOTICE TO ALL OUR PATIENTS

THERE IS IMMENSE PRESSURE ON THE NHS, AND WE ALL HAVE A DUTY TO BE RESPONSIBLE.

PLEASE help US to help you better by:

IF YOU ARE UNABLE TO KEEP YOUR APPOINTMENT, LET US KNOW AS SOON AS POSSIBLE.  
EACH APPOINTMENT MISSED COSTS MONEY **AND** DELAYS OTHERS FROM BEING SEEN.

**504 people didn't keep their appointment in the last 3 months.**

We send text reminders to all those with appointments, and those who repeatedly fail to keep appointments will be asked to register elsewhere. **If you have registered for on line services you can make and cancel appointments!**

**LATECOMERS** will be asked to rebook, we have no allotted time to 'squeeze' patients in. However, although we do our best to keep to appointment times, we cannot guarantee you may be kept waiting. The complexity of care provided by general practice has increased, without additional staff and limited resources. We wish to try and provide a quality service and so cannot keep strictly to a 'ten-minute slot', so please be considerate of other patient's needs. This may be you one day.

**ANY CONSTRUCTIVE COMMENTS ARE WELCOME** via our suggestion box or why not join our patient participation group?

**FINALLY, WE ARE ALL DOING OUR VERY BEST, PLEASE RESPECT US. ALL PHONECALLS ARE RECORDED AND WE OPERATE A ZERO TOLERANCE POLICY. ANY ABUSIVE BEHAVIOUR WILL NOT BE ALLOWED, POLICE MAY BE NOTIFIED AND PATIENTS WILL BE ASKED TO REGISTER ELSEWHERE. THANK YOU FOR YOUR CO-OPERATION.**

### CQC

We are delighted to announce that we have received a "GOOD" rating overall in our recent inspection. Please go to our website to view the full report.

### DOCTORS APPOINTMENTS / TRIAGE

Further to the last newsletter, triage for 'same day appointments' seems to be very popular. As a reminder, it works like this:

If you have a medical problem that needs to be dealt with that day, you should phone reception between **8.00-9.30AM**, and request a Triage appointment, (which includes home visit requests) or provide details by using our online access. You will then need to provide brief details to a trained receptionist, and a contact phone number.

A Doctor will endeavor to phone you back and assess the problem. You may be dealt with over the phone or by an appointment with the appropriate person.

### Staff changes

Goodbye to nurse Erica who retires in March, and hello to Dr Nighat Rashid who has joined us.

### **Research Recognition Award**

This practice is an active research practice and has been recognised nationally by the National Institute for Health Research. We were awarded a plaque in recognition of our commitment to Primary Care Research which is proudly hanging in the main entrance. We would like to thank all our patients who have helped us achieve this.

### **Repeat Prescription Reviews**

When the review date on your repeat prescription order approaches, we ask you to make a repeat prescription review appointment. This ensures that you are on the safest and most effective treatment we can offer you.

### **MEMORY CLINIC**

A new service specifically designed for patients with memory problems and their carers has started, which offers support and help in many areas. These clinics will run at Hall Green Health Surgery (979 Stratford Road, Hall Green, B28 8BG). Please visit: <http://www.hallgreenhealth.co.uk/> or ring 0121 325 5528 for more details or to make an appointment.

### **HOSPITAL RESULTS AND FOLLOW UP APPOINTMENTS**

Hospital Doctors who request any test are responsible for actioning and informing you of the results as well as organizing the follow up.

If you haven't heard from the specialist, please ring the specialist's secretary directly, not the surgery:

Queen Elizabeth Hospital: 0121 371 3000

Birmingham Women's Hospital: 0121 472 1377

Birmingham Children's Hospital: 0121 333 9999

Heartlands Hospital: 0121 424 2000

Birmingham Women's Hospital: 0121 472 1377

Solihull Hospital: 0121 424 2000

### **HELP YOURSELF – NO DOCTOR APPOINTMENT NEEDED!**

#### **Birmingham Healthy Minds (BHM)**

BHM now offer a number of ways for you to access their service for counselling and therapies.

Telephone: 0121 301 2525

Text : "BHM" to 60777

Email: [BHM@bsmhft.nhs.net](mailto:BHM@bsmhft.nhs.net)

Self refer via [www.birminghamhealthyminds.org](http://www.birminghamhealthyminds.org)

BHM also now offer an additional walk-in service at Katie Rd Medical Centre, Mondays 10-11am.  
0121 415 2095

#### **Sexual Health Services**

For coil contraception, please book an initial consultation with Dr Banerjee. Repeat contraception can be with the Practice Nurse.

For sexual health services you can also now contact 0121 237 5700 or visit: [www.umbrellahealth.co.uk](http://www.umbrellahealth.co.uk).

#### **Physiotherapy self referral**

ROH continue to provide a self-referral physiotherapy service for patients. Please visit this web page: [www.roh.nhs.uk/our-services/therapy-services/physiotherapy](http://www.roh.nhs.uk/our-services/therapy-services/physiotherapy)

#### **Hearing Checks/Aids**

We are pleased to offer these on site and you can self-refer - please ask Reception

#### **Chiropody**

Please note that NHS Chiropody does not cover routine nail cutting. We have a list of providers who can do this for a nominal fee, including at home. Please ask Reception.

#### **District Nurses**

You can contact them directly on 0300 5551919

Option 1 e.g. post-operative wound concerns, pressure sores and continence assessments.