

YARDLEY WOOD HEALTH CENTRE NEWSLETTER

401 Highfield Road, Yardley Wood, Birmingham B14 4DU

www.yardleywoodhc.co.uk

Telephone No. 0121 474 5186

ISSUE: SUMMER 2016

Surgery Opening Times

Monday 8.30am - 6.00pm

Tuesday 8.30am - 6.00pm

Wednesday 8.30am - 6.00pm

Thursday 7.00am - 12.00pm

Friday 8.30am - 6.00pm

**The surgery will be closed every lunchtime
between 12.45pm and 2.00pm**

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 **8.00-10.30**, and request a Triage appointment, (This 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 before 1pm and assess the problem.

You may be dealt with over the phone or by an appointment with the appropriate person.

APPOINTMENTS

From Thursday 21st July we have started extended hours. This means there are limited Doctor and Nurse appointments available from 7.00am.

Telephone Appointments

You do not always need to see a doctor in person, eg for medical notes, discussion of results. Fit notes can also be issued by your hospital specialist if you are under them.

Home Visits

These are for bedbound and end of life care patients who are unable to come down, not lack of transport. If you rely on a carer to bring you down, let us know, so we can try and accommodate you. Consider Ring and Ride if eligible. This way we could see more patients quicker!

STAFF ANNOUNCEMENT



Dr Eagle will be retiring on 15th September

Dr Eagle will be retiring on the 15th September after 30 years. He started his GP training here, and remained as a Partner. His cheerful personality and professionalism will be missed by us all.

If you would like to leave him a farewell message, we have a book in reception for signing.

Patients registered with Dr Eagle will be split between the following named GP's:

Surnames beginning with
A-E will be allocated to Dr Holland
F -Lle will be allocated to Dr Banerjee
Llo - O will be allocated to Dr Meyer
P - Z will be allocated to Dr Kelly

This does not stop you seeing a Doctor of your own choice, but an administrative allocation.

NO GP 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

Website: 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.unmbrellahealth.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

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 eg post operative wound concerns, pressure sores

Hospital Results

Hospital doctors who request and organise results ARE RESPONSIBLE for actioning and INFORMING YOU of the results, not the GP. Therefore, if you have any concerns, PLEASE contact the hospital Secretary directly.

Did you know that we have nearly 10,000 patients registered, and on average each patient needs to see the GP six times a year? Most of the GPs here are part time and have to attend compulsory meetings and training, in addition to ‘seeing’ patients and dealing with increasing paperwork.

Your Feedback Matters

Please feel free to complete our “Friends and Family Test” available from Reception or on our website
www.yardleywoodhc.co.uk

We also have a suggestions box in reception foyer where you can submit your helpful suggestions

511 PATIENTS DID NOT KEEP THEIR APPOINTMENTS IN THE LAST 3 MONTHS, AND THAT’S WITH THE MAJORITY GETTING A TEXT REMINDER!

Register for on line services so you can book and cancel, plus make sure we have your latest mobile and email to contact you efficiently

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