

# YARDLEY WOOD HEALTH CENTRE NEWSLETTER

401 Highfield Road, Yardley Wood, Birmingham B14 4DU

Telephone No. 0121 474 5186 [www.yardleywoodhc.co.uk](http://www.yardleywoodhc.co.uk)

ISSUE: WINTER 2015

## Surgery Announcements

*Please note the following changes to the surgery opening times*

Christmas Eve -CLOSE AT 12PM

Christmas Day -CLOSED

Monday 28<sup>th</sup> December -Bank Holiday -CLOSED

New Year's Eve -CLOSE AT 12PM

New Year's Day -CLOSED

Monday 4th January -Normal opening hours resume

We also welcome our new Nurse Esther Brennan.

## Appointments

### Flu Season

We are still offering flu jabs. If you are over 65, or a carer, or you have a medical condition, such as heart disease, asthma, COPD, diabetes etc please book an appointment for a Flu jab as soon as possible. **We are also offering flu jabs to care professionals until the end of January 2016 to help protect you and your clients.** PTO for "Flu Vacc Myth Busters"

### Telephone appointments

You do not always need to see a doctor in person, eg for medical notes, discussion of results. However, always ring for results after 11AM before booking an appointment.

### Please Remember!

We offer advanced bookings for all our Routine appointments, but appointments are ALSO released Mon-Fri at 8:30am if you need see a GP "on the day"

*Did you know that between August and December 377 people did not attend their Appointments.*

*Unfortunately that means 63 hours of appointment time was wasted by our own patients!*

*Please remember to CANCEL if you do not need your appointment so it can be offered to someone who does need it.*

*Please visit our website [www.yardleywoodhc.co.uk](http://www.yardleywoodhc.co.uk) for regular updates and helpful articles.*

*Did you know you can also BOOK and CANCEL appointments, and REQUEST prescriptions via your online patient access? Please see a receptionist to be registered for this service.*

## Prescriptions

### Repeat Prescriptions

To improve the quality and safety of ordering repeat medications we now require the back slip of your prescriptions when requesting repeat medication. Reception can print this for you if you do not have one but please note that other paper forms, letters, emails, phone calls etc WILL NOT BE ACCEPTED. You can use your online patient access as usual.

### Medication Reviews

Please remember it is your responsibility to follow your doctor's instructions and ensure you book follow up appointments when you are told that your medication will need reviewing. The type of appointments that you may be asked to book are Asthma Reviews, Blood Tests, Blood Pressure Checks etc. as missing these check-ups can affect your medication being issued, as well as your health!

### 72hrs Notice

We currently need 72 hours to process a prescription request.

Always allow extra time when your medication is due around a BANK HOLIDAY.

URGENT prescription requests can only be done in a genuine emergency eg, losing your medication.

***It is your responsibility to ensure you request your medications in time***

*Did you know that every Monday we release 100% of Routine GP Appointments at 8.30am?*

## Your Health

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

BHM now offer a number of ways for you to access their service. You can see your GP for a referral, but can also self-refer in the following ways...

Telephone: 0121 301 2525

Text :“BHM” to 60777

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

Website: [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 Have Changed**

For sexual health services please now contact 0121 237 5700 or

visit: [www.unmbrellahealth.co.uk](http://www.unmbrellahealth.co.uk)

### **Coil Fits**

If you are interested in having the contraceptive coil fitted then please book an initial appointment with Dr Banerjee ONLY to discuss.

### **Allocated GP**

Your allocated GP is responsible for your overall care at the practice, although you may choose to see different doctors on different occasions. If you don't know who this is, reception will inform you of this.

### **\*Flu Vaccine Myth Busters\***

- **Having a flu jab will give you flu**  
No, it doesn't. The vaccine given to adults doesn't contain live flu viruses, so can't give you flu. Your arm may feel a bit sore after the injection and some people may get a slight temperature or aching muscles for a couple of days afterwards.
- **Once you've had a flu jab, you're protected for life**  
No, you aren't. The viruses that cause flu can change every year, so you need a flu jab every year.
- **It's too late to have a flu jab now**  
It's better to have a flu jab as soon as it becomes available, it's always worth getting vaccinated before flu comes around.
- **I've had flu already this autumn, so I don't need the vaccination this year**  
As flu is caused by several viruses, you

## Become a Volunteer for our Students!

For many years Yardley Wood Health Centre has been a proud training provider for medical students from Birmingham University. If you could spare an hour occasionally to have a private chat with one or two of our students this would be of enormous benefit to their studies. If you are interested please complete a form available in the reception foyer, or for further information ring the surgery and ask to speak to Mandy or Cindy.

## Your Feedback Matters

Please feel free to complete our “Friends and Family Test” available from Reception or on our website [www.yardleywoodhc.co.uk](http://www.yardleywoodhc.co.uk)

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

## Other Notices

### **Zero Tolerance**

Our staff come to work to care for others, not to become victims of violence, threatening behaviour, physical, verbal or racial abuse or discrimination. **ANY PATIENT OR VISITOR WHO TREATS ANY MEMBER OF STAFF IN THIS WAY WILL BE REMOVED FROM THE PRACTICE, REPORTED TO THE POLICE AND MAY FACE PROSECUTION.**

### **Car Park**

Unfortunately, we have increased numbers of patients blocking in staff or other patients in the car park. Please remember to be courteous and do not park inappropriately.

### **Out-of-Hours**

When surgery is closed you can still call our number and you will be transferred to the Out of Hours service. You can also ring 111 for medical advice and may be directed to a walk in centre.

**Please remember that A&E Departments are under tremendous pressure and should only be used for genuine accidents and emergencies, e.g chest pain, severe bleeding, strokes, etc**

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NEWSLETTER*