

# Patient Newsletter

August 2024

## Welcome

Welcome to Lordswood Medical Group  
Monthly Newsletter.

Our aim behind this newsletter is to keep all of our patients updated on a monthly basis of any news/updates the surgery may have. This is to include information on upcoming clinics, new staffing, surgery closure dates due to staff training, local events and more.

We are working closely with our PPG to reach as many patients as possible to ensure transparency within the surgery.

## Recruitment/Staffing Information

We are actively recruiting for another GP for 4 sessions. This will add an additional 120 appointments per week

We will be having 6 new reception staff joining shortly.

Dr Josie White will be returning from Maternity leave in September. This will increase our appointments by 180 per week.

We have said goodbye to Angie Newton our Business Manager who has been with us for 7 years.

We have also said goodbye to Nurse Pete Tinley who has now retired.

We would like to wish a warm welcome to Shona Wragg who will be acting Interim Business Manager for the remainder of the year.

## Flu Season

Did you know **NHS England have said that your G.P practice cannot administer flu vaccinations with them until 3rd October this year**—unless you are pregnant or under 18yrs old!

What a lot of patients aren't aware of is that **we have to order eligible patients vaccinations a WHOLE YEAR in advance!** So, when we get our delivery in September, you can be sure your G.P Practice already has your dose just sitting and waiting to be given to you.

Every year we see a rise in patients using the local pharmacies, as this restriction is not placed upon them. Yet, we would really still like to administer your vaccine and have plans to deliver at **all sites**, in **normal consultations**, on specialist **afternoons** and are also going to put a couple of clinics at the **weekend** to try and support our patients access to their vaccine. Our clinics will begin 3rd October 2024.

Booking will be available from 1<sup>st</sup> of September

**Don't delay.**

**Get your vaccination with your G.P Practice from 3rd October.**

## Surgery Closure

All three of our practices will be closed on Thursday 15th August from 1pm for staff training. If you require urgent assistance after this time please contact 111. If you have trouble breathing please contact 999.

### **Local Events**

Age UK are currently seeking mixed group walk and talk leaders. If this is something you maybe interested please contact Louise Crowther on 0121 824 1459.

### **Veteran Friendly Practice**

Did you know we are an accredited Armed Forces Veteran Friendly Practice? This means our practice is supported to identify veteran patients, ensuring they don't go unnoticed. Being able to identify and support veteran patients is crucial to ensure best outcomes, as they may face different health challenges to the general population.

### **HEP C Notification**

Hepatitis C is spread by blood to blood contact, often with no symptoms. Visit our website at [www.lordswood.org.uk](http://www.lordswood.org.uk) for more information and how to order a home testing kit.

### **Whooping cough**

Are you pregnant?

It is very important for all pregnant ladies to ensure they are up to date with their whooping cough vaccine. Visit our website [www.lordswood.org.uk](http://www.lordswood.org.uk) for more information.

### **DNA's**

Over the past few months we have seen an increase in DNA's. Please see below breakdown of missed appointments.

#### **Nurse, HCA & Phlebotomy**

Appointments missed—**419**

Total minutes—**6501**

#### **GP Appointments**

Appointments missed—**102**

Total minutes—**1375**

#### **Paramedic Appointments**

Appointments missed—**28**

Total minutes—**600**

We understand that some appointments cannot be kept and do need cancelling/rearranging. If this is the case we ask that you inform the surgery at your earliest convenience.

Thank you