



Newsletter

Vaccination Programme

The Flu and Covid Booster vaccinations are now underway at The Coton Centre.

The surgery has begun contacting patients to invite them for the vaccinations.

If you receive a text inviting you and you've already had the vaccination, please respond to Reject the offer.

Pneumonia Jab

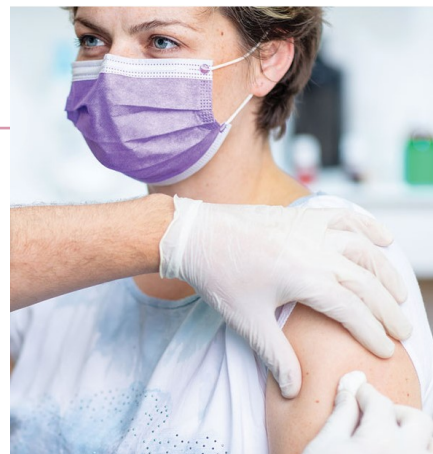
This is now available at the Surgery for Over 65's and if you require to have yours then do contact the surgery to arrange an appointment.

Shingles Jab

If you are between 70 and 79 and never had the Shingles Vaccination then you can now apply to the Surgery to get your jab.

If you've not had this jab then it's a good idea to get it as Shingles is a nasty painful infection!

Both the Pneumonia and Shingles vaccinations are a 'once only' vaccination.



A Bright New Website is coming to the Surgeries

There is a new more modern and versatile website coming shortly which will have more links to NHS pages where you can find information on various health and wellbeing articles and centres of help when surgeries are closed, etc.

You will also be able to interact with pages enabling you to update contact details, etc. Whilst not all links will be live from day 1 it's hoped to quickly bring them on stream.

Both the Surgery and the PPG would appreciate your feedback on the new site.

<https://www.laurelhousesurgery.co.uk/>

Please forward your feedback to -

<https://sites.google.com/view/lhsppg/contact-us>

Media reports on Face to Face (F2F) Appointments

You must have all heard the media reports of 14th Oct 2021 regarding the lack of F2F appointments at the surgery, with a doctor.

These comments are doing nothing to resolve the real life situation in surgeries and LH and Fazeley are not exempt from these problems.

What we need to think about is that before Covid, you'd phone virtually any surgery, have problems getting through and even once you had you'd literally have to wait 2 or 3 weeks to get to see a doctor. Since Covid effectively forced the early introduction of a Triage system, something that was being discussed anyway to improve the service to patients, you've been able to speak to a Health Professional usually within a day or two. Now if that isn't an improvement of note I don't know what is.

Alright, it might not be "your" doctor, but it's the right person to resolve your situation/problem and it's been resolved quicker.

We have to get out of this idea of "we want to see the doctor" and think more along the lines of "we need to see/speak to the medical professional to resolve my problem". In many cases it might be that your issue can be resolved over the phone initially and hence don't need to "see" the doctor. This makes the whole process much quicker for you and also means more patients and their issues can be resolved. This has to be better for all concerned.

If your issue/situation requires a F2F appointment these are being conducted and by using a mix of phone, video and F2F the surgeries can see more patients effectively and hence make the best use of the resources available.

As we all hear and see in the media, we are not

seeing an increase in numbers of GPs coming into the NHS and doctors we have are reaching retirement ages which just makes matters worse and all the negative rhetoric going round doesn't help. I can quite understand why older doctors are looking to take early retirement, because who wants to work under undue stress? I didn't and hence I took early retirement. Stress kills and I believe had I not taken it I might not be around to write this now!

As your PPG representative I would ask for your understanding and co-operation during these trying times as I know our surgeries are trying their best to accommodate the aspirations of all patients, but it is difficult.

Please help us to help you by being co-operative with the reception staff and tell them what they need to know in order to "signpost" you to the relevant health professional to help you.

Thank You for your co-operation during these difficult times. Hopefully things will get better sooner rather than later with your co-operation. Please remain civil and pleasant with your contact with reception, as they too are human and are just trying to help you as the patient.

Alan Wiseman
PPG Chair

We ask that Patients wear a face mask
when visiting the surgery.

This is to protect both Staff and Patients.

Thank you

PPG Feedback

The PPG has feedback boxes in the both surgeries where you can post your input to us or you can use the online [Contact Us form](https://sites.google.com/view/lhsppg/contact-us) to send us your feedback on all things surgery. Your responses are treated in confidence and no names are passed to the surgery. <https://sites.google.com/view/lhsppg/contact-us>

Thank You.

Surgery Updates

We have had quite a few changes over the last few months and if you'd like to visit the [surgery website](#), select Menu on left hand side, Practice Information and then scroll down to Staff where you can view the current staffing situation in greater detail.

The "on the day" team are :-

ANPs: Gillian Bryant, Karen Kenny, Carol Blackburn, Pamela Tipton

Physician Associate: Emma Parry

ECP: Annemarie Jones.

New GP partners - Dr Do and Dr Butt.

Phlebotomy services have been restored

Minor Ops have also restarted.

Physio: We also have a part time physio who's based out of Fazeley, on a Wednesday.
Appointments made via the LH surgery.

The current procedure for arranging an appointment at the surgery is as follows:-

- All consultations are now initially telephone consultations and if a face to face consultation is necessary that will be arranged.
- Family planning services have restarted but we have been advised to avoid minor operations for the moment.
- Baby Clinic and all essential vaccinations have been maintained throughout and it is important to get your baby immunised as required and also your child's pre-school boosters completed, so do call the surgery and get booked in for these ASAP.
- Emergency on the day consultations will be done by a member of the above team. Please Note! This team are backed up by the Duty doctor.

Importance of Screening Programmes

Did you know we have Poor Cancer Screening Test take ups in Tamworth?

Regular testing can save lives, so ACT now by taking up the Invite when it arrives!

If you've not had a screening for a while and believe you're due one then you'll find contact details below so get in touch now whilst it's fresh in your mind -

The number to arrange a breast screening – 01332 785691

Breast Screening (mammogram) - <https://www.nhs.uk/conditions/breast-screening-mammogram/>

Contact the surgery to arrange a Cervical Screening or visit the website

- <https://www.nhs.uk/.../cervical.../when-youll-be-invited/>

If you've not had a bowel screening kit should they ring the helpline on 0800 707 6060 or email: bowelscreening@nhs.net

Alternatively, visit their website - <https://www.nhs.uk/conditions/bowel-cancer-screening/>

Bowel Screening takes place every 2 years and the latest tests are quite easy to do, as we found out when our test kits arrived.

Early diagnosis can save lives, so don't delay, contact today!

Laurel House Surgery & Fazeley Surgery

12 Albert Rd
Tamworth
Tel: 01827 69283

Patient Participation Group (PPG)



This Newsletter has been compiled as a joint publication between the Surgeries and your Patient Participation Group, which comprises of patients from both the Tamworth & Fazeley Practices.

We are looking for more people to join the PPG and would invite you to give the matter serious consideration.

Your involvement can be physical or if you can't attend you might like to participate in a virtual group or give us feedback/input via our PPG Facebook page or the Contact us section of our website, which are independent of the surgery website so that you can be sure of anonymity if preferred.

We just ask that your feedback is relevant and not malicious in any way.

<https://sites.google.com/view/lhsppg/contact-us>

Check out our Websites & Facebook Pages -

- Surgery - <http://www.laurelhousesurgery.co.uk/index.aspx>
- PPG - <https://sites.google.com/view/lhsppg/home>
- FB Link [Laurel House & Fazeley Health Centre PPG](#)

Patient Participation Group

Laurel House Surgery is eager to ensure that local people are actively involved in deciding how the health services they use should develop. To provide patients with the opportunity to express their views, we have set up the Laurel House Surgery Patient Participation Group.

The aim of the group is to give patients, GPs and practice staff an opportunity to meet, to exchange ideas and information, and then to take action. Our group's activities aim to include:

- ♦ Holding health information events
- ♦ Consulting with patients on their experiences and on how services could be changed or improved
- ♦ Producing a newsletter to keep patients up to date on the activities of the group and the services the practice offers and much more

Interested in Getting Involved?

If you are interested in hearing about the activities of the Patient Participation Group, please complete our [Patient Participation Group Registration form](#).

Anyone and everyone is welcome to join the group, as long as you are registered with the practice and interested in working together to make positive changes for the practice and it's patients. For further information about the group please contact the practice on [01827 69283](tel:0182769283) or contact the Patient Participation Group members directly via email at www.sites.google.com/view/lhsppg/contact-us.