



### Practice updates

We would like to welcome you to our very first patient newsletter of 2023, created in conjunction with our Patient Participation Group (PPG). We'd like to thank all of the members of the PPG who volunteer to help improve the Practice from a patient's perspective.

2023 has already been a busy year. We have introduced a new appointment booking system, giving patients an automated telephone option to book same day urgent appointments, as well as providing access via our website, to request a non-urgent appointment.

We have welcomed new clinicians to our Team, Dr Warwick and Dr Reddy, along with Paramedic William Brown, a who will deal with issues such as chest infections, skin rashes and other minor ailments and will be part of our same day urgent service.

The Doctors at the Practice are;

Dr Young, Dr John, Dr Do, Dr Butt, Dr Reddy, Dr Pinder and Dr Warwick and Trainee Doctors, Dr Ejere and Dr Olaseinde

#### In our first issue of 2023:

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### Automated telephone system

The new automated telephone system for booking same day urgent appointments has been running for a short while now. Despite some teething problems to begin with we are confident patients will find this beneficial.

When you call the Practice, selecting option 1 will allow you to book using the automated system. In order to use this service you will have been sent a PIN code, which you will need to enter to book an appointment. The automated service allows you to record a message giving a brief summary of your problem in order for the correct appointment type to be allocated for you. This may be a telephone consultation or where deemed necessary, a face to face appointment.

If you have lost or forgotten your PIN, you can ask for it to be resent to your registered mobile number via our website or ask a member of our reception team.

This new automated system should ease the burden on the telephone system for those people who need to speak directly to a member of staff.

**Laurel House Surgery, 12 Albert Road Tamworth Staffordshire B79 7JN**

Tel: 01827-69283 E-mail: [laurel.house@nhs.net](mailto:laurel.house@nhs.net)

Branch Surgery: Fazeley Health Centre Albert Road Fazeley Staffordshire B78 3QJ Tel: 01827-283994

## Appointment system

Following patient feedback, there have been improvements to our appointment system, which should make it easier for you to book appointments and get in touch with the Surgery over the telephone, or through our website.

To request an urgent on the day appointment, please phone 01827 69283 and speak to a member of the reception team or press option 1 for our automated system, these appointments open daily at 8am. Once all appointments have been allocated for the day you will be directed to NHS 111, the minor ailment scheme at pharmacies or minor injuries unit as appropriate.

If your request is not urgent for the day, please submit an appointment request on our website at [www.laurelhousesurgery.co.uk](http://www.laurelhousesurgery.co.uk) using the 'get help for any health problem' form on the home page.

If you do not have access to the internet, please speak to our reception team and they will submit the online form on your behalf, we aim to respond to online requests within 48 working hours.

We hope this improves access to the Practice and will be a positive change for our patients. If you have any queries on the new system please contact us and a member of our team will be more than happy to assist.

## Summertime Health

During the summer months it is important that you take care of yourself in the sun even in the UK. Please take extra care for those who are most vulnerable and make sure you use adequate sun protection.

Have a look at the following NHS guidelines for further information;

[www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/](http://www.nhs.uk/live-well/seasonal-health/sunscreen-and-sun-safety/)

[www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather/](http://www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather/)

All weather forecasts should give you a UV level guide. The table to the right shows what precautions you should take.

### Managing hay-fever

Check out the NHS guidelines for how to manage your hayfever best in the summer months when pollen counts are at their most high.

<https://www.nhs.uk/conditions/hay-fever/>

Your local pharmacy will have antihistamines that you can purchase over the counter which in many cases may alleviate some of the symptoms of hay-fever.

### Travel Vaccinations

If you are travelling abroad and may require travel vaccinations, please make sure you submit a 'Travel risk assessment form' at least 6 weeks before your travel date in order for us to be able to accommodate vaccinations before you are due to travel. The form is on our website or available at reception.



**SCAN ME**  
to request a non-urgent  
appointment

Or, if viewing on line, double click this link - <https://laurelhousesurgery.co.uk/navigator/get-help-for-any-health-problem/>

Sun safety UV levels	
UV Level	Description
1-2	Low exposure. No protection required. You can safely stay outside
3-5	Moderate exposure. Seek shade during midday hours, cover up and wear sunscreen
6-7	High exposure. Seek shade during midday hours, cover up and wear sunscreen
8-10	Very high. Avoid being outside during midday hours. Shirt, sunscreen and hat are essential
11 or over	Extreme. Avoid being outside during midday hours. Shirt, sunscreen and hat essential.

## Update from the Patient Participation Group (PPG)

### Welcome to all patients of Laurel House Surgery

This is the very first combined Newsletter from both sides, so to speak, and hopefully you will find it a useful platform to keep you all up to date with what's happening at the Practice.

Quarterly meetings, are now resuming following both Covid and a change of management, and minutes of the meetings will appear on the PPG and Practice Websites once they've been approved by both the Surgery and PPG.

The Practice is busy recruiting new clinical staff, such as a Practice Nurse, Pharmacist and Advanced Nurse Practitioner and as you can see on P1, we had some new arrivals. Just like other Practices around the country, Laurel House is experiencing similar issues in recruiting new staff but I can assure you that they are doing their utmost to recruit additional members of the team. We would urge you to bear with us at these difficult times. When contacting the Practice, it will help your case if you can answer any questions when asked as this will ensure you are seen by the most appropriate medical practitioner.

As a Group we are here to help you, the patients', ensure your voices are heard and feedback to the Surgery, and feedback where we might see something we believe could be improved/provided for patients to benefit from the services.

Some things that concern both the Surgery and us is the drop off in immunisation rates and this is especially noticeable in childhood immunisation rates. These have dropped to just under 90%, despite the World Health

Organisation recommending a 95% immunisation rate. Recently there has been a rise in the number of cases of measles, with an alert that there was a case in Birmingham recently, and this is a worry. Since the introduction of the measles vaccine in 1968 it is estimated that 20 million measles cases and 4,500 deaths have been prevented in the UK. Please contact the Practice to book your child's immunisations.

If you have concerns then please do visit the NHS website - <https://www.what0-18.nhs.uk/parents/carers/keeping-your-child-safe-and-healthy/childhood-vaccinations-essential-information> - or talk to a member of staff for further information.

During our meetings we do discuss worries like this and wonder how we can communicate these concerns to patients and whilst we can update noticeboards in the Surgery, post them on websites and social media sites, we'd like to hear from you, the patients, how best we can communicate issues to you. We appreciate that not everyone is on the internet, not like the government where literally these days we are pointed to! We will use whatever media is appropriate to get the message across.

Another area the Practice would like to increase uptake of is cervical smears, the test can help prevent cancer by detecting early changes. If you are due for your smear, please contact the Practice via telephone or use the link on P2 to arrange an appointment.

We hope you've found this issue and information within it useful, but do feedback any comments - see bottom P4 on how to do this.

Alan Wiseman  
Chairman, PPG

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## Diane Wells

Diane was a valued member of the PPG, always prepared to help and will be sorely missed. I should like to say a *Big Thank You* to Diane for her help and involvement over the years. She has decided to retire from the PPG to spend more time with her hobbies and pastimes and we wish her all the best for the future.

Below is a brief resume from Diane, in her favourite format, (bullet Points) of her years at the surgery and the PPG -



- \* I have served more than 10 years on the PPG and I have seen many changes during that period of both staff and working within the constraints of the buildings.
- \* At times, like others, I could find fault, but all things considered I feel I have received more than appropriate care and attention from doctors, nurses and clerical staff who work under extreme pressure under a service which was not devised to do the job it is now expected to do.
- \* Changes are inevitable and the NHS is going through immense pressure. Nothing in life is truly free but as a patient we do not have to pay to receive attention. I hope I have been able to contribute in the past and will continue to thank those who work at Laurel House and Fazeley Surgeries for their attention to myself and my family.

15 to 21 May 2023

# Mental Health Awareness Week



#ToHelpMyAnxiety

## 'Wear it Green'

As part of Mental Health Awareness week we held our first 'Wear it Green' day on Thursday 18th May. Throughout the Practice staff were involved in promoting mental health awareness by wearing green, sharing information through our social media channels, as well as baking cakes to help raise money for the Mental Health Foundation charity.

Congratulations to all the staff who made cakes and dressed up for the day. We raised an amazing £255.75 for the charity. We would like to say a massive thank you to the Old Stone Cross, Tamworth, their regulars and Modern Fabs for their support and donations.

It is important that we all promote positive mental health for patients within our workplace and for ourselves.

If you'd like further information about the Mental Health Foundation and the work that they do, have a look at their website.

[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

We look forward to running more of these events in the future, to raise money for local and national charities as well as raise awareness for health issues that are relevant to patients within the practice.



### Would you like to know more about getting involved with our Patient Participation Group?

Have a look on our website to find out about how you can be more actively involved in our Practice and have the opportunity to have your say.

[www.laurelhousesurgery.co.uk/practice-information/patient-participation-group/](http://www.laurelhousesurgery.co.uk/practice-information/patient-participation-group/)

The patient participation group PPG welcome your feedback. They can be contacted directly via the following link; <https://sites.google.com/view/lhsppg/contact-us>

PPG Website - <https://sites.google.com/view/lhsppg/home> and on FB - [Laurel House Surgery PPGGroup](#)

### Social media

We are working hard to use our social media more effectively. We want to share with you what is going on within the Practice as well as share current health campaigns and awareness days/weeks/months. Please follow our social media channels, both on Facebook and Instagram.

There is a survey available within the surgery for you to fill in, if you have ideas about what you would like to see through our social media.

### Thank you

Thank you for taking time to read our first 2023 Laurel House patient newsletter. We hope that you have found this informative and useful.

We look forward to keeping you regularly updated with what is happening in the Practice.

The Laurel House Team & PPG



Scan the QR Code above to access a variety of LH Web Pages & PPG pages including past Newsletters and Meeting Minutes