



LAUREL HOUSE SURGERY

PATIENT NEWS

12 Albert Road, Tamworth, Staffordshire, B79 7JN

Branch Surgery: Fazeley Health Centre, Albert Road, Fazeley, Staffordshire, B78 3QJ

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Issue 1: December 2024

In this months issue:

- Dr Young
- Christmas opening hours
- Car Park
- Flu vaccinations
- Allied Healthcare Team
- Foodbank
- Vaccinations
- Long term condition reviews
- Patient participation group

Car Park

We now have an ANPR system active on our patient and staff car park on Albert Road, if you use our car park to attend the Practice, please ensure you give your number plate details to our reception team on arrival. We will ensure this is registered on our system for the time of your appointment. You need to do this for each attendance.

We hope this ensures there are more spaces available for our patients to use going forward.

Dr Young

Sadly, we would like to inform you that Dr Young is retiring on 31st December 2024. Dr Young has worked at Laurel House since 2008, he will be greatly missed by all of our patients and staff. We would like to wish him a happy retirement.

For those patients registered to Dr Young, we will be reallocating his patients in the new year and will ensure there is a smooth transition of care over to one of our existing Doctors.

Christmas Opening Hours

Merry Christmas and Happy New Year from all of us at Laurel House Surgery

Tuesday 24 th December	Open 8am – 6.30pm
Wednesday 25 th December	CLOSED
Thursday 26 th December	CLOSED
Friday 27 th December	Open 8am – 6.30pm
Monday 30 th December	Open 8am – 6.30pm
Tuesday 31 st December	Open 8am – 6.30pm
Wednesday 1 st January	CLOSED
Thursday 2 nd January	Open 8am – 6.30pm

There are no local pharmacies open on Christmas Day, however, Boots Pharmacy (9am - 5pm - 01827 302210) and Asda Pharmacy (10am - 4pm - 01827 302210) at Ventura Retail Park are open on Boxing Day and New Years Day.

Should you require medical attention while the Practice is closed, please call 111 or use 111.nhs.uk online. In an emergency call 999.

Please ensure you have our most up to date email address. For general enquiries, laurel.house@staffs.nhs.uk or for prescription requests use laurel.prescriptions@staffs.nhs.uk

Flu Vaccinations

It is not too late to receive your flu vaccination at the Practice, please contact us on 01827 69283 to book an appointment if you would like to be vaccinated.

Since the start of the flu vaccination season, we have vaccinated 2591 patients, thank you to all of those who have attended or have responded to our messages to inform us that you do not wish to be vaccinated or have received it elsewhere, this helps us ensure your medical record is up to date.

Meet our Allied Healthcare Team

As well as Doctors, we also have a team of Allied Healthcare Professionals, this team is made up of a group of highly qualified clinicians who deliver high quality care to patients with a variety of conditions. Our receptionists are trained to signpost patients to the most appropriate clinicians, so please be advised by them.

Advanced Nurse Practitioner (ANP) - Ian - Advanced Nurse Practitioners are Nurses who have undertaken a Masters level in clinical practice. They are able to examine, assess, diagnose and treat patients with acute conditions, as well as referring you on for further care, if required. ANP's are independent prescribers, meaning they can give you a prescription, where necessary.

Paramedic - Jon - A paramedic has a degree in Paramedic science, they are a generalist clinician, who are able to triage, diagnose and manage patients with a variety of conditions.

Examples of conditions that an ANP or Paramedic can deal with are, coughs, colds, sore throats, chest infections, ear infections, acne, rashes, skin conditions, water infections, piles, allergies, diarrhoea, vomiting, conjunctivitis, mental health and pain.

Physician Associate (PA) - Rikki, Parveen and Emma - Physician Associates are healthcare professionals who have a scientific degree along with a PA Masters or Diploma, they are relatively new to General Practice but can deal with a wide range of conditions. They work independently under the supervision of doctors, they can generate prescriptions, which are then approved by a Doctor.

Pharmacist - Asha and Saima - Pharmacists are starting to work in General Practice to assist with the workload, particularly regarding managing medication. They conduct reviews such as, annual reviews, initiating medication started by the hospital, queries such as side effects and managing patients with hypertension (high blood pressure).

They are all a great asset to the Practice and we are having increasing positive feedback from you all when you have seen the team - thank you!

Food bank collection

As a Practice we all collected for Tamworth Foodbank throughout the year, especially as part of their Christmas food Drive. Next year, we will choose a different nominated charity for 2025, we will update you in the next newsletter with more details.

We still have our Foodbank donation point in reception, which we will continue to empty regularly and take to the Foodbank, if you would like to donate, please feel free to use our donation point.



Adult Vaccinations

There are numerous vaccinations you may be eligible for, please call us on 01827 69283 to book an appointment if you would like to be vaccinated.

RSV: The RSV vaccine helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy (from 28 weeks) and for adults aged 75 to 79.

Shingles: The shingles vaccine helps protect against shingles. It's recommended for all adults who turned 65 on or after 1st September 2023, those aged 70 to 79 and those aged 50 and over with a severely weakened immune system.

Pneumococcal: The pneumococcal vaccine helps protect against serious illnesses like pneumonia and meningitis. It's recommended for people at higher risk of these illnesses, such as babies and adults aged 65 and over.

Pertussis: Whooping cough (pertussis) rates have risen recently. Babies who are too young to start their vaccinations are at greatest risk. Pregnant women can help protect their babies by getting vaccinated from 20 weeks.

Long Term Condition Reviews

We recall patients with long term conditions, such as, diabetes, hypertension, stroke, asthma, heart disease and COPD. You should receive a text or letter around your month of birth asking you to book an appointment with our nursing team, if you haven't booked your appointment or have any queries about this, please call us on 01827 69283.

Non-urgent appointment requests

Did you know that you can request non-urgent appointments on our website? Visit www.laurelhousesurgery.co.uk and click 'Get help for any health problem', we aim to respond to your enquiry within 3 working days. If you do not have access to the internet, please call us and a member of our team can submit a request on your behalf.

If you have an urgent health problem, which may need dealing with on the day, such as a chest infection, urine infection or poorly child, please call us to book an appointment.

Patient Participation Group

We are recruiting new members for our Patient Participation Group (PPG). Your experiences and feedback matters and being part of our PPG will enable you to share your views and ideas on how we can improve our services for patients. Your views are important and will be listened to, it may not be possible to act on every suggestion but all feedback is valuable.

We meet at the Surgery, but not too often, we know that you are busy, so we meet only a few times a year. If you can't make meetings, you can be part of our virtual group and still receive updates and have the opportunity to give your views.

If you would like to register to be a member of our PPG, please contact us at laurel.house@staffs.nhs.uk

Thank you for reading the new edition of our patient newsletter, we aim to issue these more often going forwards to keep you all up to date with Practice news.