



Laurel House Surgery



Summer 2024

## Spring Covid Booster Vaccinations - until 30th June 2024

Please Note!

Springpharm are delivering these Booster Vaccinations on behalf of the Surgery.

All eligible patients, aged 75 (or turn 75 by 30th June) or immunosuppressed have received a text message with a link to book their appointments at Springpharm.

For patients that can't use the link, they can call reception to book their appointments or decline them.

Housebound patients will be contacted by Springpharm directly and they will arrange a time to visit them at home. If any patient who considers themselves to be housebound, has had a text, then they are not on the housebound register and need to contact the Practice to be referred to Springpharm.

Springpharm will only vaccinate patients aged 18+.

## ...and talking of Vaccinations

We've all seen in the media recently how both Whooping Cough and Measles are spreading throughout the UK. Over the recent years the take up of the vaccines that protect children and adults has declined and we are now seeing the results of this decline.

The Practice would encourage you to ensure your families vaccinations are up to date and if necessary to contact the surgery to arrange to get the relevant vaccinations.

### Contents -

- Spring Covid vaccinations
- ...talking of Vaccinations
- Appointment booking
- Type 2 Diabetes
- Practice Updates
- What is Social Prescribing?
- On-line and NHS App
- Update Contact Details
- How to order medication
- Practice Closure Dates
- Foodbank Donations
- Help getting on-line
- PPG
- How to use QR Codes

*Whooping cough* – The Practice sends a text to all eligible pregnant women from 16 weeks of pregnancy. The vaccine is often offered during the 20 week scan at the hospital. However, the Hospitals do not always send notification of this through to the Practice.

Patients can reply to the text to let us know they have had the vaccine elsewhere or to book an appointment.

*Measles* cases nearly doubled globally between 2022 and 2023, researchers say. There were 321,582 cases worldwide in 2023 - an 88% increase from the previous year, when 171,153 cases were recorded.

Total cases for 2024 look on track to at least match last year's numbers, according to the World Health Organisation (WHO) so you can see why it's important to get these vaccinations done when you are notified.

If you have any uncertainties or questions on the vaccinations call the surgery and ask to book an appointment to discuss your worries or questions and they'll be only too glad to help answer your questions.

Please consider the possible consequences of not vaccinating your child against these illnesses.

# Appointment booking system

**On the day urgent appointments:** We have a number of on the day telephone and face to face appointments, opened daily for urgent problems, and you can book these appointments by calling us on 01827 69283, or turning up to the surgery.

When you call you will be offered options to choose, possibly saving you time holding on and these are - *Option 2* for prescription queries only between 10am -2pm; *Option 3* for housebound patients to request a visit and *Option 5* If you have a query with an existing hospital or community referral 10am - 3pm and finally to hold to speak to a receptionist.

**Pre-bookable appointments:** You can request a non-urgent appointment via our website (QR code and link below) when we aim to respond to your request within 72 working hours. You will receive a reply via email, please ensure you check your junk folder for a reply. If you do not have access to the internet, please speak to a member of our reception team, either via telephone or face to face at the Practice and they will complete the online form for you. You will then receive a text message or call to inform you of your appointment date/time. Please try and include details of which days/time are most suitable for you to attend to ensure we book you a suitable appointment. We will try our best to accommodate this as much as possible, within the working hours of 8am - 6pm.

Appointments with our nursing team for annual reviews, blood tests, injections etc. remain the same, you can prebook all of these via telephone, our website or by coming in to the Practice.

To book an appointment online - <https://laurelhousesurgery.co.uk/navigator/get-help-for-any-health-problem/>



Scan Me to book a  
non-urgent  
Appointment

## Type 2 Diabetes by Rachel Young

According to Diabetes UK there are 4.3 million people living with Type 2 Diabetes in the UK with an estimated 850,000 people who are yet to be diagnosed but are potentially living with diabetes already.

Symptoms of Type 2 diabetes can vary, and some people may not have any symptoms at all which is one of the reasons it may go undiagnosed as people will not present to their GP's. Quite often in this instance Type 2 Diabetes is found incidentally on a routine blood test which may have been initiated because of other reasons like the NHS Health Check or a Preop assessment.

- ◆ The most common symptoms are;
- ◆ Passing urine more often especially during the night.
- ◆ Drinking more as feeling thirsty
- ◆ Feeling more tired than normal
- ◆ Recurrent thrush
- ◆ Recurrent boils or cuts/wounds taking longer than normal to heal.
- ◆ Deterioration in eyesight.

**DiABETES UK**  
**KNOW DIABETES. FIGHT DIABETES.**

As Type 2 Diabetes is more common in later age all the above symptoms can be mistaken for 'natural ageing process' which is why many people ignore them.

A blood test called HBA1c is taken which is an average blood sugar over a 3-month period should this level be 48mmols or over then a repeat sample will be taken within 4 weeks and if still 48mmols or over then a diagnosis of diabetes will be made.

If this blood test showed an HBA1c of 42-48mmols this is known as 'Pre-Diabetes' and there is a course run by the NHS known as the National Diabetes Prevention Programme (NDPP) This is aimed at trying to reverse the risk of diabetes at an early stage.

The diagnostic level was higher a few years ago but was reduced in an attempt to prevent the long-term complications of diabetes that can occur when the body's blood sugar is at a consistently high level.

The most common long term complications consist of;

- ◆ Cardiovascular disease
- ◆ Nerve damage known as neuropathy
- ◆ Kidney damage known as diabetic nephropathy
- ◆ Damage to the blood vessels of the retina which could in time lead to blindness known as diabetic retinopathy.

The risk of developing Type 2 Diabetes is higher if it runs within a family, if a lady had gestational diabetes, then again this increases their risk.

Diabetes is a vast topic but Diabetes UK has an excellent website that is easy to understand and provides great information regarding diabetes - .

<https://www.diabetes.org.uk/diabetes-the-basics/types-of-diabetes/type-2>

## Practice updates

Dr Warwick has now become a partner alongside Doctors John, Butt, and Reddy.

Laurel House is a training practice and quite often have medical students in the practice alongside the GP trainees who work with us on a rotational basis.

**Recall System** - This is the **Annual Check-up** where patients with chronic diseases such as Diabetes, Asthma, COPD etc., are invited to attend an annual review during their birth month. There may be a few patients who will find themselves slightly out of sync initially with this review date, but over time this will be rectified to be in line with their birth month. It is important that patient's book and attend these annual reviews.

However, if a patient does not wish to attend then please contact the practice so this can be recorded.

## What is Social Prescribing?

Social Prescribing is a method of linking people to non-medical support within the community, with the aim to improve wellbeing. The service is free of charge and available to anyone over the age of 18. Your social prescriber could link you to various support to help you:

- Feel less lonely and isolated
- Feel more confident and less stressed
- Take control of your own health and wellbeing
- Support you to stop smoking, or cut down on alcohol consumption
- Obtain support with housing difficulties/debit issues etc
- Link up with local community activities and support groups

Your General Practice can refer you or you can call Community Together CIC on 01827 59646

## On-line services and NHS App

Once you've signed up to digital service with the surgery and then created an NHS and/or Patient Access account (which you have to set up separately) you will then be able to view:

- \* GP Health record
- \* Request repeat prescriptions and
- \* Nominate a pharmacy
- \* book and manage appointments and view previous appointments
- \* view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- \* View your Covid-19 vaccine record (if applicable)
- \* View Hospital visits

Take a look at the NHS Website for more information- <https://www.nhs.uk/nhs-app/about-the-nhs-app/>

## Patients Contact Details

Have you changed any of your personal details that the surgery has on record, like Mobile or phone numbers, address, email address, etc?

If you have, the surgery needs to know and you can do this by either going onto the website or calling the surgery.

The Surgery currently send texts out to patients as reminders for appointments, etc., and intend to send out documents such as referral paperwork to patients via email, so if you have an email address can you please inform the surgery, or update it online at <https://www.laurelhousesurgery.co.uk/navigator/change-of-personal-details/>

## How to order your medication

You can order your repeat prescriptions in a number of ways;

- By dropping your repeat prescription slip at the Practice
- Online via Patient Access or the NHS app
- By emailing [laurel.prescriptions@staffs.nhs.uk](mailto:laurel.prescriptions@staffs.nhs.uk)
- Through your nominated pharmacy - you need to arrange this directly with them.
- On the website [www.laurelhousesurgery.co.uk](http://www.laurelhousesurgery.co.uk) go to online requests — Repeat prescription

Please allow 72 working hours for your prescription to be sent to your nominated pharmacy

## Practice Closure Dates

### 2024/2025

The Practice will be closed for training on the following afternoons from 1pm and then re-open the next day at 8am -


25/06/2024	23/07/2024	13/08/2024	24/09/2024
22/10/2024	26/11/2024	10/12/2024	
14/01/2025	25/02/2025	18/03/2025	

Patients can now call 0300 123 5491 while the practice is closed for training, for urgent queries that cannot wait until the practice reopens available 1pm – 6.30pm.

After 6.30pm in the evening, call 111 or **call 999 in an emergency.**

## QR Codes (Quick Response Codes)

You see more and more of these codes popping up nowadays, and basically they're aimed at helping the end user to access a web address quicker and to avoid typing the address in.

Most smartphones have readers built in so check yours to see how to access it. Android tend to have a camera symbol on the home screen in the search bar similar to  this picture. If you point your phone at the code and press this icon it will take you to the associated website.

If you do this with a flower for instance, Google will attempt to identify this flower for you, and then you can do a screen capture to store for future reference!

## Foodbank donations

The Surgery is now an official donation point for Tamworth Foodbank. Staff, patients or anyone can drop off donation items. The donation box is to the right of the main staircase and has been advertised on Facebook and surgery website.



They are in need of key items such as UHT milk, squash, biscuits, pasta sauce, toiletries, sugar, tinned veg/meat/fish/soup/rice pudding, instant mash, microwave rice/pasta, tinned fruit and jam.

You can drop off donations into the Practice any time and we will take your donation with ours each month.

[If you need help from the Foodbank](#) there are a few simple steps to follow, starting with a call or email to the Foodbank and you can talk through your situation and they can put you in touch with a relevant local agency.

A referral agency will discuss your situation and supply you with a foodbank voucher where appropriate.

When you have your Foodbank Voucher you can take it to the Foodbank Centre where you'll be welcomed by trained volunteers who will chat to you about your situation.

You can contact the Tamworth Foodbank via -

Phone - 01827 302436

email - [info@tamworth.foodbank.org.uk](mailto:info@tamworth.foodbank.org.uk)

## Do you require Help with Getting On-line?

With more and more places going on line, or Digital as they put it, you might find things a bit daunting.

The NHS is using it's App now to communicate information, as well as texts and sending out hospital appointment letters and reports, etc.

You might like to take a look at the AgeUK site - <https://www.ageuk.org.uk/information-advice/work-learning/technology-internet/getting-online/> where you might find some useful information.

Alternatively if you're mobile why not pop round to your local library to see what they're offering in getting started online?

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

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

The PPG welcome your feedback. They can be contacted by using the PPG Feedback boxes in the surgeries or online at - <https://sites.google.com/view/lhsppg/contact-us>

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

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

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

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