

**Winter 2022/23**

*Laurel House & Fazeley Surgeries*



## Vaccination Programme

### ***Flu Vaccines at Laurel House***

Any patient aged 50 and over or under 50 at risk (diabetes, asthma, etc) can have their vaccine at the Surgery.

LH are offering a nasal vaccine for 2/3 year olds that haven't yet had one.

**There are plenty of appointments still available so please call to book.**

### ***Covid Jabs***

Anyone requiring their Covid booster should contact 119 or goto the [NHS Covid booking website](#) to arrange for their vaccination as the surgery won't be getting any further supplies. Ankerside has a clinic that does seem to accept a Walk-in Service.

### ***Supporting your recovery after COVID***

As you find yourself recovering from COVID, you may still have symptoms that affect your body and mind. For further information or help you can go to <https://www.yourcovidrecovery.nhs.uk/> or pick up a leaflet in the surgery.

### ***Pneumonia Jab***

This is 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.

***It is important that you consider getting vaccinations as and when they are offered to you.***



## New Surgery Signs

The new signs outside the Surgery look good and at last people can now see just where the surgery is located.

The new sign clearly shows opening times and it's good to see the old outdated brass plaques finally removed.

A vast improvement I'm sure you'll agree.



## Christmas Pharmacies

We are awaiting information which we'll publish as & when we receive it. Watch this space!

## Importance of Vaccinations

Why are vaccinations so important?

Having your child vaccinated is ONE of the first big decisions we make on their behalf and I know many of you will give considerable thought to the process. We are however increasingly worried about the fall in vaccination rates against some of our serious life-threatening and disabling illnesses.

In 2016 there were 530 cases of measles and 573 cases of mumps while in 2018 there were 970 cases of measles and over 1000 cases of mumps. The World Health Organisation (WHO) has stated that vaccine hesitancy is one of the top ten threats to global health. If 95% of children receive the MMR vaccine it will be possible to get rid of measles.

Vaccination is the single most important thing we can do to protect ourselves and our children from any infectious diseases. It is estimated that they prevent up to 3 million deaths worldwide every year. Unfortunately if we stop having vaccines, these diseases that some of us remember from our childhoods could become commonplace again.

### VACCINES

- DO protect you and your child from many serious and potentially deadly diseases.
- DO protect other people in your community who cannot have vaccines from getting serious diseases.
- DO get safety tested for years before being introduced and side effects are monitored regularly.

- DO sometimes cause mild side effects that usually only last a few days.
- WILL cease to work if not enough people are vaccinated.



### VACCINES

- DO NOT cause autism.
- DO NOT overload or weaken the immune system.
- DO NOT cause allergies.
- DO NOT contain mercury or any ingredients that cause harm, but it is worth discussing with your doctor if you have a known allergy to eggs or gelatine.

At 8 weeks babies are immunised against diphtheria, tetanus, whooping cough, polio, Hib, meningitis, meningitis B, hepatitis B, and pneumococcal meningitis and rotavirus

At 13 months babies receive boosters of some vaccines and vaccination against measles, mumps and rubella.

Your health visitor or GP or baby clinic doctor or practice nurse will be happy to discuss immunisations with you or see more information on NHS website.

<https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

## Surgery Updates

Please visit the [surgery website](#) to see the current staffing situation.

Surgery now has a trainee from Birmingham University Medical School.

From 1st December a greater use of the Fazeley surgery premises with a different doctor present on different days and a physio, Waiman, there 3 days a week.

Demand at Laurel house can be helped by providing some services at Fazeley although that will mean patients being prepared to travel there to see specific medical staff.

Staffing levels have improved from total clinical 16 to 24 at present with ANP Sarah Dobbs and additional pharmacist, Shazia Hassain, joining staff.

Flu Campaign was a great success and locally out of 23 practices we were ranked either 1<sup>st</sup> or 2<sup>nd</sup> in each group which is testament to well organised clinics.

There is a new web-based telephone system about to come online very shortly, see P6 where you can find some further information along with a link to a video on YouTube to introduce the system. We'll put more information out as we receive it.

Online Access to medical records has another go-live date of 30<sup>th</sup> November 2022 – patients are likely to see their online access automatically change on this date and they will have access to their future medical records from 30<sup>th</sup> onwards. Any further delays that may come are outside of the Practice's control but we are being advised that it is going live on 30<sup>th</sup> Nov.

## Christmas & New Year Surgery Closed

Saturday 24th December

Sunday 25th December

Monday 26th December

Tuesday 27th December

Saturday 31st December

Sunday 1st January

Monday 2nd January

**If you need any advice or assistance during these times of closure please contact 111 or in case of an emergency, please contact 999**

Pharmacies can also help when surgeries are closed or your having problems getting through to 111, so it might be a good place to go.

### ***Don't Forget your prescription!***

With Christmas not far away, we would like to inform patients that from December you will be able to request your medication slightly earlier than normal. This will allow you to get your prescriptions in time for the Bank Holidays over this festive period. We would be grateful If you could allow a little extra time during this busy period.

## Dr Helen Fitzgerald

As you may know by now one of our longest serving and most loved doctors has retired from fulltime service at Laurel House Surgeries so for this newsletter Dr Fitzgerald was approached to write a short history of her time at the surgeries and her words are as follows.

We All wish Dr Fitzgerald a long and happy retirement but having said that, she's already volunteered her services elsewhere.

Best wishes from us all!



“Over the last six months I have been doing what Serena Williams describes as evolving towards retirement. In May an invitation to our college reunion dropped into my email. 40 years! the class of ‘82. I have never gone to reunions, and I did not go this time either but it did prompt me to reflect on 40 years that have flown by. We were a small class of eighty. Quite a few have retired, the highflyers are still leading lights. There are many psychiatrists and a few GPs. Sadly, three are no longer with us. One died from cancer and two committed suicide. I am still in touch with quite a few.

The first 10 years after qualifying were spent in Wales, Burton on Trent, Northumberland, Tamworth, Zambia, Australia and back to Tamworth. I was lucky enough to replace Dr Weston Smith at Laurel House when he fully retired, having spent 1986-87 as Dr Killeen's first GP Trainee. I remember at interview I said I would stay 10 years, so 31 years later, it's time to move on.

It would be easy to look back at things with rose tinted glasses - “the good old days”.

Don't get me wrong I was blessed to be part of a caring practice and learned so much from all the previous retired doctors, nurses and administrators. I also continue to learn from the newer clinicians that have joined in the last five years.

Practice was different in the nineties. We were regularly called out of surgery for emergencies. I recall taking the ECG machine out to people with chest pain, going to visit patients having strokes, vomiting bloods and indeed psychiatric emergencies. While this provided a huge variety and experience it was hardly the best way of dealing with these problems and I am sure the highly skilled paramedic service and community psychiatry gives better outcomes.

On the other hand I look back with considerable emotion at the special times of being with someone in the final days of their life and indeed going to certify a patient's death at home. While it may not be best use of time it was a huge privilege to share these critical and sad times with families. General Practice is about care from cradle to grave. No matter how much pressure there is on primary care once that consultation be it phone or

## Dr Helen Fitzgerald (cont'd)

face to face starts it reminds us that this is what we love to do.

As I had done some paediatrics before coming to Tamworth I was given the role of doing baby clinics, joined after a few years by Dr Chapman. As time went on I was seeing babies of babies so I had become a baby clinic "granny". This was a real joy. I really like how baby clinic is being done now with postnatal and baby checks at same appointment

The last five years have been a real challenge in primary care. We have now got a much more varied skill mix in the clinical team. Highly qualified nurses, Healthcare assistants, physician associates, new partners, GP registrars, highly qualified and dedicated administrative team doing vital jobs. Receptionists have always been in the real frontline and I have always enjoyed working with the team.

The patient participation group are also a relatively new group and act as a "critical friend" to the practice. I have enjoyed my time working with them and really appreciate how people are willing to give of their time.

So, 10 years became thirty. We established our family in Tamworth and have been happy here. I can only be grateful to my more recent colleagues in Laurel House for kindness and support when it was much needed.

I feel I have been very lucky in working in the NHS and at Laurel House. Who knows what the next few years will bring but Laurel House will always be my medical "home" and I thank all those patients and colleagues with whom I have shared the last thirty years.

Helen Fitzgerald"

## The Practice is Supporting Various Charities

- ⇒ The Practice is supporting a local charity for Christmas called 'Dordon Angels' – we are collecting gifts for the children of families who are working but struggling to provide presents for their children - donations accepted
- ⇒ We are also collecting selection boxes and food for the local food bank - donations of accepted
- ⇒ The Practice did a bake off for "wear it pink" – raising £185 for Breast Cancer Awareness
- ⇒ The Practice will be doing Christmas Jumper day on 8<sup>th</sup> and 9<sup>th</sup> December to raise money for Save the Children
- ⇒ With any of the charity days/collections, if you want to donate any selection boxes/ children's gifts or toiletries and they do not know where to take them then they are welcome to drop them at the Surgery and we will add them to our collection.

## New Phone System, Patient Partner

In the near future, the Practice will be offering a new feature on our telephone system called 'Patient Partner', which is an automated service that will be added as an option on our existing telephone line. It will allow our patients to order repeat prescriptions, book on the day appointments and where requested by a member of the Practice Team, book certain future appointments, such as blood tests, vaccinations and annual reviews without having to wait in the queue to speak to a member of the team.

The Practice is currently in the process of setting up the system but hope that by the New Year, at the latest, the system will be up and running. For updates on progress with the system please follow the [Practice's website](#) and/or [Facebook page](#).

YouTube link to short video demonstration of the system

<https://www.youtube.com/watch?v=v9ZAMhsOXVc>

## SAMARITANS

No matter how or if you celebrate, it is normal that this time of year can affect your mental health. You may be feeling like you aren't enjoying the things you usually do this time of year. You may be worried about friends and family or other things happening in the world. You are not alone. There are all sorts of reasons you might find this time of year difficult and that's OK.

At Samaritans, we're committed to helping you, however we can. If you don't feel like there's anyone you can talk to, our volunteers are here for you. Call free, day or night, on 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org).

For more information visit their website,

<https://www.samaritans.org/>

### Mobile Phone Updates

It's important to let the surgery know as and when you get a new Mobile phone number or if you've changed it.

The surgery sends out text messages and appointment reminders to your mobile number so please contact the surgery to update your details ASAP.

## Patient Participation Group (PPG) Laurel House & Fazeley Surgeries

12 Albert Rd  
Tamworth  
Tel: 01827 69283



### Check out our PPG Website & Facebook Pages -

- Website - <https://sites.google.com/view/lhsppg/home>
- FB Link - [Laurel House & Fazeley Health Centre PPG](#)
- Feedback - <https://sites.google.com/view/lhsppg/contact-us>

### Laurel House Surgery Website & Facebook Pages

- Website <http://www.laurelhousesurgery.co.uk/index.aspx>
- FB Link - [Laurel House Surgery](#)



Laurel House Surgery

**Why not scan the  
image below for  
quick access to the  
surgery sites**



**SCAN ME**

## PPG Feedback

The PPG has feedback boxes in both surgeries where you can post your comments & feedback or you can use the online [Contact Us form](#) to send us your feedback on all things surgery whether it's compliments, suggestions or complaints.

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

Thank You.

***Please do not post any  
repeat prescriptions in this  
box as it's not monitored on  
a daily basis***

# ***Patient Participation Group (PPG) Laurel House & Fazeley Surgeries***

## **Aims**

To strengthen the relationship between the Patients, Carers and the Practices in continuing to improve the provision of healthcare whilst ensuring that Patients and Carers are at the heart of decision making.

## **Objectives**

- ◆ To Identify opportunities in order to improve patient experience
- ◆ To advise the practice on how to improve communications with patients in the most beneficial way including a joint Newsletter which would then be circulated to all patients by various means
- ◆ To use information gathered from patients, including complaints<sup>†</sup> and comments, to discuss potential improvements within the Practices
- ◆ To work with the Practice to help it address the challenge of change
- ◆ To provide relevant information to enable and encourage patients to take greater responsibility for their own and their family's health
- ◆ Observance of the General Data Protection Regulation (GDPR) and PPG/Surgery Confidentiality Agreement e.g. when handling patient or Practice material

<sup>†</sup> Please note that patients should make individual complaints to the surgery in the first instance as it's not the role of the PPG to take individual's complaints to the surgery

