

Spring
2023



Wetmore Road Surgery

PATIENT NEWSLETTER

Covid update

You may have noticed the surgery carpark is back to normal and many of the pandemic guidelines have been relaxed however the disease has not gone away.

Please continue to respect staff and other patients who may prefer to continue to wear face coverings and keep a safe distance.

Spring boosters

If you are eligible for a spring booster you will be invited to book into one of the clinics at Pirelli stadium

- Aged 75 or over (you need to have turned 75 on or before 30 June 2023)
- Live in a care home for older adults
- Aged 5 or over and have a weakened immune system

Digital Communications

We are regularly using text messages to your mobile to send out communications from the surgery on current health campaigns or health questionnaires.

We appreciate you sparing the time to respond to these texts where possible as this allows us to update your record with information about your health.

If you change any of your telephone numbers, please remember to inform the surgery so we can continue to get in contact with you.

The surgery now has its own Facebook page. Please follow us for regular updates, information, health campaigns and communications.



Contacting the Practice

During the Covid pandemic we upgraded our phone system to help with the delivery of more telephone appointments. We increased the amount of telephone lines into the surgery to help our patients trying to get in touch with us when the practice doors were closed.



When you contact the practice you will speak to one of our team of dedicated receptionists who will be able to deal with your query.

The Practice continues to use the 'Care Navigation' system. Our receptionists will ask patients a brief reason for their appointment and then direct them to the most appropriate clinician or support worker to have their issue dealt with. This allows both doctors and nurses to focus on the issue at hand and have an understanding of what the patient is seeing them about before the patient arrives.

We do appreciate your help and support in this process and please be rest assured all reception staff are fully compliant with confidentiality rules.



Between 8am and 11am is the busiest time for our telephone lines.

If your call is non-urgent, you may have a shorter wait for your call to be answered if you call back later in the day.

Community Pharmacy referrals

When you contact the surgery, you may be offered a referral to a convenient pharmacy, where you will receive pharmacist advice and treatment for a range of minor illnesses such as:

- ◆ UTI
- ◆ Conjunctivitis
- ◆ Impetigo
- ◆ Bites or Stings
- ◆ Diarrhoea
- ◆ Coughs and colds



Patient Participation Group

The Patient Participation Group (PPG) is a group of patients registered with the practice coming together on a regular basis, to look at how they can positively influence the development of the surgery and local health services. The health interests of our patients is at the forefront of the group, along with the development and progress of the practice as a whole.

**New members are always welcome to join the PPG!
If you are interested and would like to join, please
contact the practice on 01283 564848
or wetmoreppg@outlook.com**

Minutes and supporting documents of the Patient Participation Group can be viewed on the surgery website via News, Patient Participation Group, Minutes & Supporting

Practice Staff Update

Advanced Nurse Practitioners

The practice currently employs 2 ANPs - Ed Wiley, and Shelley Wigglesworth. On most days either one or both of our ANPs will be available.

Ed and Shelley are both highly trained clinicians and can examine, assess, make diagnoses, treat, prescribe, and make referrals similar to our GPs.

Pharmacy Team

You may be aware that the surgery now has its own pharmacy team; here are some of the things a pharmacist in a GP practice can do:

- They can discuss your medicines with you.
- They can talk to your local pharmacy about medication queries.
- Help you to understand the medicines that you need to take and get the best from them
- Request blood tests (if required).
- Review your medicines:
 - ⇒ When you leave hospital, after an out-patient appointment or following a change to your medicines.
 - ⇒ To help you with a long-term condition when you take many medicines.
 - ⇒ When you join the practice as a new patient.
 - ⇒ If you live in a care home.



Congratulations to Maxine, Mandi and Sharon in our admin team who have all completed 25 years service with Wetmore Road Surgery
Well done ladies.

Prescriptions

Always remember to order your repeat prescriptions in time to avoid running out of your medications. Either drop your written request in to the surgery, order via your usual pharmacy or use the NHS app.

Please allow 48 hours for your request to be processed.



Your prescription will be sent electronically to your nominated pharmacy.



Opening Times

Monday - Friday* 8.00am-6.00pm

***Closed Wednesday lunchtime from 12:30 pm until 1:30 pm, plus one afternoon per month for staff training.**

Contact Details:

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Web-address: www.wetmoreroadsurgery.co.uk