



CORONAVIRUS **What has changed?**

Since March 2020 the practice has undergone a number of changes to ensure we protect the safety of our patients and our staff. These changes have not been easy on anyone, but moving forward we hope to embrace the changes and develop on the new services we have implemented.

Please note the following:

We are open. For safety reasons the main entrance is closed. Please contact us by telephone in the first instance.

Only patients who have been invited to attend for a face to face appointment should attend the surgery.

All appointments must be booked online or via the telephone. For non-urgent medical queries, please visit our website and Online Consultation/Self Help pages where you can request a call back from a clinician within 72 hours. <https://www.online-consult.co.uk/org/wolstanton-medical-centre>

Our busiest day is Monday therefore, if your query can wait, please try another day.

Hospital & Community Appointments

Please continue to attend hospital appointments. The hospitals offer a safe environment and your appointment is important.

PLEASE ALWAYS WEAR A FACE COVERING

Flu Clinics

Flu clinics are now available to book. Please contact the surgery for an appointment. We are currently those eligible patients who are 65 and over or who have a long term condition.

Patients 50-64 who do not have a long term condition and wish to have a flu vaccination, you will be contacted from November onwards to make an appointment.

OUTLOOK

The North Staffs Ostomy Support Group is OPEN

**Please telephone
07788 402195 / 07788 107937
For support.**

CLOSURE DATES FOR 2020

During October Wolstanton Medical Centre will be open for Flu Clinics on a Thursday afternoon, but closed to all other queries.

During closure dates, please contact NHS 111 for any advice, or visit your local Pharmacy.

What's happening at Wolstanton?

Dr Sarah Pritchard retired in July after 17 years with the practice. We all wish her a long, happy and healthy retirement.

Dr Rebecca Hall is back from maternity leave.

Dr Tressie Chapman went on maternity leave at the end of August.

Dr Laura Alpanseque, Salaried GP, is with us until August 2021 to assist with maternity cover. Please welcome her to the practice.

We welcome Dr Olusola Ojogbede, GP Registrar to the practice. Dr Ojogbede will be with us until August 2021.

Why not join our Patient Participation Group (PPG)?

Meetings take place every other month and all patients are welcome! We are currently doing meetings virtually, so the more the merrier!

For more info email carrie.stockley@nhs.net



This season the PPG are finding out more about Online Consultations

Since Covid the practice has been looking at different ways we can deliver a better, more responsive, service to our patients. Online consultation is a great way for a patient to link with their practice without having to pick up the phone for minor illness queries that don't need to be dealt with the same day. Online consultation is accessed via our website <https://www.online-consult.co.uk/org/wolstanton-medical-centre> and has a whole section on minor illness and lots of self help advice.

On some of the topics, for example, asthma, a patient can complete a short set of questions and send the details into the practice for the GP/Clinician to review. The clinician will then respond, either by telephone call or text message with in an allotted timeframe, usually within 48 (working) hours. This means the patient can be reassured that they have sent the information and we will be dealing with their query.

We would highly recommend all patients who have internet and computer access to have a look at our website online consultation service by following the link above. Your feedback will help us shape services for the future.

Wolstanton Medical Centre

Palmerston Street, Newcastle-under-Lyme, Staffordshire, ST5 8BN

Telephone: Enquiries (01782) 627488 Appointments (01782) 627403

www.wolstantonmedicalcentre.nhs.uk

a Keele University Academic General Practice

