



Newsletter January 2023

A very happy new year to all of our patients and colleagues who continue to support the surgery. We are in our busiest few months of the year and are working very hard to provide the best service we can – be kind.

Updates

We still have flu jabs available!

We have a new phone system being installed this month which should make it easier to get through and improve waiting times.

Recruitment

We have a lovely new patient care co-ordinator starting with us the end of January Sonia! Sonia has over 30 years experience and I'm sure will be helping you navigate to the right person or sorting your queries very soon!

Reminders

We have Econsult available daily – check out our website for more info <https://pelsallvillagesurgery.com/> or scan the QR code



We are closed for staff training from 1pm 26/01/2022 at this time if you need an appointment you can call 01922501999 or 111.

Campaigns

January is a time of new beginnings - One you Walsall can help you make positive choices for your health. This includes getting more active, healthy eating, emotional wellbeing, stopping smoking and reducing alcohol - ALL FOR FREE FOR WALSALL RESIDENTS!

Data

The week commencing 02/01/2023 Monday was bank holiday so over 4 days we did

140 face to face appointments

110 telephone appointments

We are still looking for patient participation group members for patient feedback we have had some interest but want to get the group running in the practice before Christmas .We are very keen to hear your views and if you are interested contact reception for a form or email us – Clinicalinfo.m91654@nhs.net The form is also on our website.