



Newsletter November 2022

Thank you to all our patients 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. 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.

Updates

We have been working hard on vaccinating patients against Flu and Covid – if you are still to book in we have a final clinic 30/11/2022 please call to book in

Recruitment

We have a lovely new social prescriber! Helen can help patients with any issues they have socially and has a vast knowledge of benefits, services available, support and groups in the local area if you would like to speak to her / make an appointment see reception.

Reminders

Just a reminder we are and have been seeing patients face to face. You can call and book directly with Practice Nurse, HCA, Paramedic. The Mental health nurse, GP and pharmacist will call you first prior to arranging a face to face and if clinically needed will directly book you in on the telephone.

This is to ensure everyone who needs an appointment gets an appointment, some patients who speak to the Dr can wait to be seen others cant - this is not to stop access it is to enhance access for patients who need to be seen that day.

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



We are closed for staff training from 1pm 17/11/2022 at this time if you need an appointment you can call 01922501999 or 111.

Campaigns

November is men's health month – we are promoting mens health in the practice and have lots of info on our Facebook, Website and leaflets at Reception desk.

You said we did

We carried out a survey during our busy flu clinics and had feedback that our phone lines are to long. We are upgrading our phone system to help with this and we have as you would of seen an extra pair of hands now due to increased demand!