



Newsletter October 2022

Firstly I would like to introduce myself, I am Rachael Hawkins the practice manager for Pelsall Village Surgery. I joined at the end of July 2022. I have over 12 years NHS experience and love to hear feedback and suggestions so please feel free to contact me. If you would like to join our patient participation group which is currently disbanded we are very keen to get this up and running again. Patient feedback and engagement is essential for progression and improvement. Contact reception for a form or email us – Clinicalinfo.m91654@nhs.net The form is also on our new website (more on this below)

Updates

We have a brand new website! check it out <https://pelsallvillagesurgery.com/>

We also have a brand new Facebook Page! <https://www.facebook.com/PelsallVillageSurgery>



Recruitment

We have some new staff! Courtney is our new receptionist who joined us at the end of August and Hannah is our apprentice who joined us at the end of September both I'm sure will be assets to the team.

Reminders

The practice offers E-consult so if you do not want to call you can submit Econsult and liase with a clinician.

We have various clinicians working with us daily who can help you, a varied team is strong as a good skill mix enables our patients to have the very best healthcare. Our team currently includes doctors, nurses, healthcare assistants, social prescribers, pharmacists, paramedics, specialist diabetic nurses, mental health nurses and patient care co-ordinators.

We are closed for staff training on the 19th October.

Campaigns



We are currently promoting Stoptober! We have lots of materials in the surgery and are actively targeting our smokers to provide support! There is information on our website and facebook page and in the surgery.

You said we did

You said our phone message was to long so the message has been quartered and is now just shy of thirty seconds!

Our patient care co-ordinators and clinicians wanted to wear their own clothes so on a Friday you will see everyone in their own clothes