

RWT PCN NEWSLETTER

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WELCOME

As we are now well into Spring, I would like to thank everyone for supporting us during the increased demand over the past few months. It is a difficult time for all of us in the NHS, and we are working hard to provide the care you need.

As the days have become longer, it's a good time to make the most and get outside: I find a walk in the fresh air good for body and soul! Exercise has been shown to improve physical and mental health, in particular preventing diabetes, improving control of diabetes, lowering blood pressure, reducing the risk of cardiovascular disease, and preventing and treating depression and anxiety. If you would like some health and wellbeing support, please have a look at Wolverhampton Council's website www.wolverhampton.gov.uk. There are also a variety of other resources available to support you that you can find on our website www.rwtprimarycare.nhs.uk. If you would like any information via paper format, or need some support/a referral, please contact your GP practice to ask for more information.

We also, locally, have the Better Health app which you can download via your app store, or go to www.wolverhampton.gov.uk/rewards to find out more.



*Dr Anna Stone
GP and Deputy Clinical Director*

HOW TO SUBMIT QUERIES TO YOUR GP PRACTICE ONLINE

We have now gone live with our new online consultation service – Patient Triage. This is a new way for you to contact our practice for non-urgent medical or admin requests. The online form is very simple to fill out, so if you need to contact us for a non-urgent enquiry, please use Patient Triage. Although the character count is limited on the form, try to give as much specific and concise information as possible. We know that sometimes there is a wait to speak to reception when calling your GP practice, so submitting your enquiry online will be a quick and simple alternative. This new service will help patients that struggle to contact the surgery via telephone during working hours, giving patients the freedom to contact us at their own convenience. You should have received a text message with a link to the Patient Triage service or you can access it via your GP practice webpage: www.rwtprimarycare.nhs.uk

DIGITAL SUPPORT

The Black Country ICB is offering people who live in the Black Country and struggle with technology the chance to borrow a Geobook laptop for three months with support to use it. There will also be telephone numbers you can call, an email address and website with lots of helpful information. We can also give you details of a free basic IT skills



course being offered by Walsall/West Midlands colleges. If you would like to take part or find out more about this project, please speak to a healthcare professional or visit

www.blackcountryconnected.co.uk

GOODBYE TO DR FOWLER

Please note that Dr Fowler left Oxley Surgery on 9 May 2023. We would like to thank Dr Fowler for his commitment and dedication to Oxley Surgery and RWT PCN. We hope you join us in wishing him all the best for the future.

WELCOME TO TETTENHALL ROAD MEDICAL PRACTICE

We would like to give a warm welcome to the patients of Dr Whitehouse (Tettenhall Road Medical Practice). Dr Whitehouse has recently retired and has placed the practice in safe hands under the RWT PCN. Tettenhall Road Medical Practice is the ninth practice to join our PCN.



VACCINATION HUB RENAMED

Formerly known as the Alfred Squire Vaccination Hub, our PCN Nurse Support Team offers:

- Covid-19 vaccines
- B12 injections
- NHS health checks
- Shingles vaccines
- Cervical screening
- Travel vaccines
- Simple wound care

- Flu vaccines
- Pneumonia vaccines

Spring Covid-19 boosters

This spring, the NHS is offering a further Covid-19 vaccination to those at highest risk of severe illness. This includes people aged 75 years and older, residents in care homes for older people, and those aged five years and over with a weakened immune system. Those eligible are encouraged to get their spring booster vaccination now.



You can book a weekday or weekend slot at Alfred Squire via the NHS.uk website or a weekend slot at Lea Road, Penn Manor or Thornley Street via Simply Book online.

RWT PCN

SHORTLISTED AS AWARD FINALISTS

Our PCN was shortlisted under the category of Healthcare Heroes: Clinical Team of the Year as part of The Royal Wolverhampton NHS Trust's annual Royal Awards which took place on 31 March. Members of the PCN were invited to attend the awards ceremony, although our PCN did not win the award we were highly commended and our hard-working team deserved the recognition.



THORNLEY STREET BAG TWO AWARDS

Thornley Street Surgery has recently won not one, but two awards presented by Absolute Interpreting.

The awards were for 'Receptionist Team of the Year' and 'Patients' GP of the Year'. The 'Receptionist Team of the Year' award was voted for by the interpreters within the service and they were up against 66 other practices. The 'Patients' GP of the Year' award was given to Thornley Street for the amazing feedback the interpreters received from patients. Well done Thornley Street!

BYE BYE UTIs

A number of pharmacies across the Black Country offer easy access to advice and treatments for Urinary Tract Infections (UTIs). UTIs are one of the most common bacterial infections seen in female patients, with over 40 percent of women likely to suffer from one in their lifetime. If you think you may have a UTI, go to your local pharmacy first. Find your nearest pharmacy:

www.blackcountry.icb.nhs.uk

ARTHRITIS ADVICE

As you may be aware, First Contact Physiotherapists (FCPs) are highly trained physiotherapists offering expertise in assessment and management of bone, joint and muscle problems. They are able to see and treat patients, request tests and review results.

One of the conditions our FCPs often help support patients with is managing their osteoarthritis – a condition which affects the whole joint and surrounding muscles. Our FCPs for example, encourage patients to increase activity gradually, which some people may think should be avoided. You can access more information via our website www.rwtprimarycare.nhs.uk or if you need support, book in with one of our FCPs via your GP practice.

VULNERABLE PEOPLE PROJECT

Two of our GP practices are now the main providers of primary healthcare for asylum seeker accommodations across Wolverhampton - Lea Road Medical Practice and Thornley Street Surgery (TSS). TSS also offers a hostel outreach clinic at Solace Hostel in Wolverhampton. This is an innovative project supported by the Integrated Care System and Local Authority. We want to make improvements for our vulnerable and disadvantaged communities to make sure they can access the care they need. We have also been making improvements to our cervical screening services, reminding patients to book if they are due and by offering more clinics. Additionally, Dr Stone, from TSS, is also involved in research and is working with many colleagues across the NHS, social services and local partners to continue to develop and offer services, and ensure that we continue to support all our patients.

CHANGES TO ONLINE SERVICES

The following GP practices are merging their clinical systems over the summer: Oxley Surgery, Warstones Surgery, West Park Surgery, Alfred Squire Road Surgery. This means that patients from these GP practices who use online services, for example the NHS App, to order repeat prescriptions etc., they will need to re-register using the code 'M92011' (as and when prompted) - Nothing else will change in terms of appointments and the care they receive from their GP practice.

SPOTLIGHT: HEALTHY AGEING COORDINATORS



Our healthy ageing coordinator service consists of three staff members and was established as the Covid-19 pandemic began back in 2020. Our healthy ageing coordinators carry out head to toe checks, including observations and dementia screening for patients. If a patient requires a piece of equipment in their home for example, our healthy ageing coordinators can refer them to occupational therapists. Healthy ageing coordinators work with patients at their own pace, whether that's in the patient's home, over the telephone or at the practice. Sometimes our healthy ageing coordinators carry out blood tests and the team can also complete urgent social service referrals, for example, if carers were needed urgently for a patient to support with daily activities.

HOW YOU RECEIVE OUR UPDATES

How do you prefer to receive updates? Want to receive your newsletter via email or text? Give your GP practice a call and let us know. You can also find out more information about our services: www.rwtprimarycare.nhs.uk

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Primary Care
Network (PCN)
on social media



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