

# RWT PCN NEWSLETTER

SPRING 2024

## IN THIS ISSUE

INTRODUCTION FROM  
DR STONE

NEW APPOINTMENT  
SYSTEM

NEW NUMBER FOR  
COMMUNITY NURSING  
SERVICES

BOOSTER  
VACCINATIONS

SIGN UP TO THE  
NHS APP

BREAST CANCER  
SCREENING

FEELING ANXIOUS,  
DEPRESSED OR  
STRESSED?

BLOOD TESTS AT  
WEST PARK HOSPITAL

OUR HEALTH  
PROFESSIONALS

YOUR FEEDBACK

## WELCOME

I'm writing this enjoying some sun on my face, and listening to birdsong: and appreciating how fortunate I am to be able to enjoy these things. We know that many of our patients aren't as fortunate, and as such, we have

been doing lots of work over the past couple of years to improve the care of refugees and asylum seekers housed in Wolverhampton, and also set up an innovative outreach service in a local hostel alongside our partners in One Wolverhampton. These services have not been without their challenges to set up, but we are all agreed that they are needed, and that we should do all we can to improve the delivery of healthcare to everyone in the PCN, as well as support those that may be less fortunate than ourselves. We have carried out this work alongside colleagues who deliver care to pregnant women and children, those that work to improve uptake of cancer screening, as well as those that support services delivered in community pharmacies – to name but a few: indeed, we couldn't do this work without collaborating with colleagues locally.

These services are available to everyone, and, as a reminder, I have listed some below that I hope you will find useful:

- Healthier Together (Children's services)  
[www.what0-18.nhs.uk/](http://www.what0-18.nhs.uk/)
- Community Urgent Eyecare Service (CUES)  
[www.primaryeyecare.co.uk/find-a-practice/](http://www.primaryeyecare.co.uk/find-a-practice/)
- Minor Ailments scheme  
[www.blackcountry.icb.nhs.uk/minor-ailment-scheme/](http://www.blackcountry.icb.nhs.uk/minor-ailment-scheme/)
- Pharmacy First  
[www.england.nhs.uk/primary-care/pharmacy-first/](http://www.england.nhs.uk/primary-care/pharmacy-first/)



Dr Anna Stone  
GP and Deputy Clinical Director

## NEW APPOINTMENT SYSTEM MAKING A DIFFERENCE

As you may be aware a couple of our practices within the PCN have moved over to a new appointment system (Total Triage) as recommended by NHS England. Appointments are booked according to clinical urgency rather than the 'first come, first served' approach previously used to make the system as fair as possible for everyone.



We've engaged with PPG groups across our nine practices keeping you involved each step of the way. We've been surveying patients who've used the new system and this is what they've had to say:

"It's easier to get in touch with the surgery."

"It's very efficient, got a prompt call back and saw a doctor the same day."

By the end of October all our practices should be live with the new system. For more information email [rwh-tr.primarycare@nhs.net](mailto:rwh-tr.primarycare@nhs.net)

## NEW NUMBER FOR COMMUNITY NURSING SERVICES

If you access any of the following services within the community (managed by the Care Coordination Team), please note that the telephone number has

changed to 01902 443322:

- Planned care (district nursing)
- Hospital at Home
- Virtual Ward
- Rapid Access to Social Care
- Community Intermediate Care Team
- Ambulatory clinics
- Anticoagulation and phlebotomy
- SDEC (Same Day Emergency Care)



*If you call any historic telephone numbers, they will be re-directed to the new number.*

## COVID SPRING BOOSTER

Have you had your Covid spring booster vaccine yet? People aged 75 or above, residents in care homes for older people, and those aged six months and over with a weakened immune system can book their booster now. To book in you can book a weekday or weekend slot at Alfred Squire Road Surgery or book a weekend slot at Lea Road Medical Practice, Penn Manor Medical Practice or Thornley Street Surgery – just call 01902 229050.



## NHS APP IS THE WAY TO GO

Need to get in touch with your GP practice but want to avoid waiting on the phone?



You can use the NHS App to contact your GP practice regarding non-urgent appointments, repeat prescriptions, sick/fit notes,

and more as well as being able to view your test results.

Over 30 million people across the UK are signed up – so what are you waiting for? Make your life that bit easier by signing up to the NHS App.

## BREAST CANCER SCREENING

Invitations for breast cancer screening will soon be sent to eligible patients (women aged between 50 and 71).

Breast screening only takes a few minutes to perform and it can spot breast cancer before you notice any signs or symptoms yourself.



Please do not ignore your invite. For further information on the importance of cancer screening, please visit: [www.bscreen.org.uk/dudley](http://www.bscreen.org.uk/dudley)



*Our new Cancer Care Coordinator Janet Cox has been appointed to provide ongoing cancer support to our patients – she has recently been out and about across our PCN practices.*

## FEELING ANXIOUS, DEPRESSED OR STRESSED?

Did you know we have a specialist mental health nurse across our PCN who you can book an appointment with when contacting the practice?

If you are experiencing mental health problems such as low mood, OCD, depression, anxiety or stress, we have telephone and face-to-face appointments available Monday to Friday across all nine of our GP practices within the PCN.

Our mental health nurse also known as a 'mental health practitioner' is here to help you. We know that sometimes a 10-minute GP appointment isn't enough time to talk about how you're feeling, hence why we now have a dedicated member of staff able to offer you more time if you're struggling. Get in touch with your practice if you want to book an appointment.



## BLOOD TESTS NOW AVAILABLE AT WEST PARK HOSPITAL

Did you know that we now offer blood tests at West Park Hospital? Yes, that's right, we have added another venue to the list to try and make access as easy as possible. Next time you book your blood test, you will see West Park Hospital listed as an option via [Simply Book](#).



# SOMETIMES A DOCTOR ISN'T ALWAYS THE MOST APPROPRIATE HEALTH PROFESSIONAL FOR YOUR NEEDS

Did you know that, in addition to your GP, there are other health professionals in our practices who can help you get the right care? A new survey has found that over a third (36%) of people in England are not confident that they can identify the various health professionals working in a general practice, which in our case includes the following roles:

- GPs
- Nurses
- Pharmacists
- Physiotherapists
- Mental Health Practitioners
- Advanced Clinical Practitioners

Often as patients our first thought when needing to book an appointment is "I need to book in with my GP" but there are other health professionals who are sometimes more appropriate and can quickly provide the care and treatment you need.



# FIRST CONTACT PHYSIOTHERAPY FEEDBACK

As part of our PCN newsletter we like to throw the spotlight on specific teams or



individuals to highlight the importance of their roles. This time around we have some lovely feedback from one of our patients about their appointments with our First Contact Physiotherapist Phil.

"Phil helped me a lot following an industrial accident some years ago. He provided me with support such as exercises I could follow to strengthen my muscles. He was so helpful, sympathetic and kind and I wouldn't hesitate to contact him for an appointment in future.

# 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](http://www.rwtprimarycare.nhs.uk)

## Follow our Primary Care Network (PCN) on social media



Keep up-to-date with our latest news and events



on Twitter @RWT\_PCN (also known as 'X')



on Facebook @RWTPCN



on Instagram @RWT\_PCN