

RWT PCN NEWSLETTER

AUTUMN/WINTER 2024

IN THIS ISSUE
INTRODUCTION FROM
DR BURRELL

NEW APPOINTMENT
SYSTEM

VACCINATIONS

NEW BLOOD TEST
CLINICS

CASHLESS PAYMENTS

NHS 111 MENTAL
HEALTH SUPPORT

OXLEY SURGERY MOVE

THE LITTLE ORANGE
BOOK

BECOME A DIGITAL
PATIENT EXPERT

COMPTON CARE SUPPORT

FUNDRAISING

FOLLOW US ON SOCIALS

WELCOME

Welcome to this season's edition of our patient newsletter. We hope that you all had a great summer and that you were able to enjoy some sun when we were lucky enough to have it, although that seems like a long time ago as the clocks have gone back and the afternoons are much darker.



Dr John Burrell
GP and Clinical Director

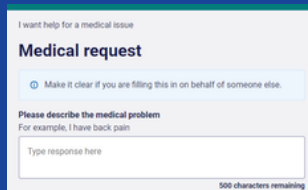
I'm pleased to announce we are live in all nine of our practices in regard to our new appointment system: Total Triage. You can find more information such as how to access the system along with our Frequently Asked Questions (FAQs) as you read through our newsletter. The aim of Total Triage is to make the process of booking an appointment as fair as possible.

Many of you will have recently been invited to receive your flu vaccine and Covid-19 booster. If you are interested and eligible ([click here and find out via the NHS website](#)), please submit a query via Total Triage or call our PCN Nurse Support Team - *contact details can be found in this newsletter*. We also offer Respiratory Syncytial Virus (RSV) and pneumococcal vaccines to patients across our practices. It's so important for us all to prepare for the winter period and ensure we are as protected as possible.

I can't quite believe I'm writing it already but as the festive season quickly approaches, I would like to wish you all a Merry Christmas and a Happy New Year!

NEW APPOINTMENT SYSTEM LIVE ACROSS ALL NINE OF OUR PRACTICES

Remember that our appointment system has changed, so if you need to book an appointment with your practice or you have a query, please visit our website www.rwtprimarycare.nhs.uk click on your GP practice and click 'Use Total Triage to book an appointment/submit a query.' You can also access Total Triage via the [NHS App](#). For those that can't access the internet, our practice staff will be happy to go over the form with you via telephone and fill it in on your behalf.

A screenshot of a 'Medical request' form. At the top, it says 'I want help for a medical issue' and 'Medical request'. Below that is a checkbox with the text 'Make it clear if you are filling this in on behalf of someone else.' followed by a line. Then it says 'Please describe the medical problem' with an example 'For example, I have back pain'. There is a text box labeled 'Type response here' and a character count '500 characters remaining' at the bottom right.

We have developed a list of Frequently Asked Questions (FAQs) on our website including topics such as, having more than one concern, how to book a routine appointment etc. Please make sure you take a moment to read these via our website: www.rwtprimarycare.nhs.uk – select your practice, click 'Appointments' on the menu bar and then click the link to the page named 'Total Triage'.

VACCINATIONS

If you are due to receive any vaccinations, you should have been contacted by your practice. If for any reason you haven't and you think you are eligible, please call our PCN Nurse Support Team on 01902 229050. Book your appointment to help protect yourself, friends and family now.



NEW BLOOD TEST CLINICS

Did you know we now offer blood tests at Wood Road Health Centre? We also offer adapted blood test clinics to support adults and children aged five and over who:



- require a longer blood test appointment
- have additional needs
- have restricted mobility

These clinics are held at Pendeford Health Centre on Thursdays between 1pm and 4.20pm. You can book one of these by calling the urgent phone line on 01902 442607 available 9am-12noon, Monday to Friday.

Please note we no longer offer blood tests at Lower Green Health Centre.

CASHLESS PAYMENTS

Did you know we operate a cashless system for payments across all our GP practices?



All payments for items such as GP letters, work-related letters and all other chargeable services must be made by card.

All our GP practices accept payments over the phone and the new system should make all payments quick and easy for our patients. Please contact our reception staff if you have any queries and they will be happy to assist. Alternatively, you can submit your query via the Total Triage form on our website.

USING NHS 111 FOR MENTAL HEALTH SUPPORT

If you are experiencing a mental health crisis or something that makes you feel severely unsafe, distressed, or worried about your mental health, you can now contact your local crisis service in Wolverhampton by calling NHS 111 and selecting the mental health option (option 2). The line is available 24 hours a day, 7 days a week for all ages. People can use this number if they have an urgent mental health concern themselves or on behalf of someone they know.

Callers will be transferred to a dedicated member of a mental health team in their local area. It includes an assessment of needs and telephoned based intervention to reduce distress. Where appropriate individuals can be referred to mental health services, given self-care advice or signposted to other support. In emergency situations where there is an immediate risk to life, you should continue to contact 999 or go to A&E.

OXLEY SURGERY MOVE

Oxley Surgery will be moving to new premises at Pendeford Health Centre, Whitburn Close, WV9 5NJ on 2 December. Services will commence at the new premises from 2 December onwards. Our last day in the current premises (470 Stafford Road, Wolverhampton, WV10



6AR) will be 27 November. From 28 November we will be moving equipment ready to open at Pendeford Health Centre on 2 December – appointments will still be available for patients via telephone or face-to-face at one of our branch sites. *Oxley Surgery patients have been contacted directly.*

THE LITTLE ORANGE BOOK

Designed to help parents of poorly babies and small children, The Little Orange Book is a



great resource for you to add to your favourites as it covers everything from common minor ailments like teething, constipation and colds, through to more serious conditions like urinary tract infections and wheezy chests.

The booklet uses a traffic light system to help parents and carers decide what action to take when their child is sick. It points parents in the right direction, letting them know whether self-care, consulting with a primary care professional, a 111 call, or even a visit to A&E is the right course of action.

BECOME A DIGITAL PATIENT EXPERT

The Trust's Digital Innovation Unit are on the hunt for patients to join their team of digital patient experts. View the [YouTube video here](#) for more information.



Their focus is on patient healthcare using data and digital tools, with access to health information from

hospitals, GPs, and community services. There are many ways you can get involved, so please contact the team for more information digital.innovationunit@nhs.net

One of the current focus areas is to enhance end-of-life care and improve health outcomes in the last years of life. We want your insight and feedback. Your participation will make a real difference in shaping the future of healthcare.

COMPTON CARE

Compton Care provides specialist palliative and end of life care to patients, and support for their families, helping them to navigate every aspect of life with a life-limiting condition. Its specialist care, whether delivered at the purpose-built facilities at Compton Hall and Low Hill, or in a patient's home, is tailored to individual needs, helping patients and their loved ones feel safe and supported.

A range of enhanced care services are also available, including psychological therapies, spiritual care and complementary therapies, which support patients and families through their palliative care journey and beyond. Compton's teams are available 365 days a year, 7 days a week, 24 hours a day, offering specialist advice and support. Contact Compton Care's Advice and Referral Line on 01902 774570 or visit their website comptoncare.org.uk to find out what help is available.



FUNDRAISING FOR BREAST CANCER

In October, staff across all nine of our practices took part in 'Wear it Pink' – a day dedicated to raising awareness of breast cancer. By wearing something pink, we raised an amazing amount of over £170!



ARE YOU FOLLOWING US ON SOCIAL MEDIA?

If you're on social media and aren't already following us, check out our channels and keep up-to-date with our latest news. Also, make sure you visit our website:

www.rwtprimarycare.nhs.uk

Follow our
Primary Care
Network (PCN)
on social media



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



on X (formerly Twitter) @RWT_PCN



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on Instagram @RWT_PCN