

# RWT PCN NEWSLETTER

**SPRING 2025**

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## WELCOME

Welcome to the RWT PCN Spring Newsletter. Blossom on the trees, birds tweeting – there's lots to love about Spring. The year is flying by and if you're anything like me New Year's resolutions are fading fast but all is not lost!



*Dr Bukola Olomolaiye*  
GP and Deputy Clinical Director

The longer days and warmer weather give us even more opportunities than usual to look after ourselves and as always, we want to support you as best as we can to put your health front and centre.

One person that has been putting health front and centre is our Cancer Care Coordinator Janet Cox. Her award-winning work in reaching out to our local communities to raise cancer awareness has been celebrated across the city. If you have cancer and require support, or have ideas about steps we can take to increase cancer awareness locally please reach out to your surgery – we'll be more than happy to put you in contact with Janet!

This is a season to get your 'spring cleaning' done and get your health in check. A key thing you can do in this regard is getting yourself vaccinated. We've contacted our patients that are eligible for vaccination against Covid-19 and so if you haven't had this already, please don't delay in contacting our vaccination centre to get your jab.

Making little changes can often make the biggest difference. Enjoy the sunshine and take a walk instead of hopping into the car. Get out into the garden. Make the most of this time of year and all the joy it can bring.

## TOTAL TRIAGE - THE JOURNEY SO FAR

As you are all aware, from October 2024 onwards, all of our GP practices moved over to the new Total Triage appointment system.



Since moving over to Total Triage, our telephone wait times have reduced by 54% and the amount of calls we receive has reduced by 40%. More calls are being answered since we have implemented the new appointment system and compared with this time last year, average wait times have reduced from 32 minutes to 14 minutes and we have gone from receiving 113,425 calls to 68,000 (data refers to Jan-Apr 2024 compared with Jan-Apr 2025).

Remember to visit our website if you need any further information such as accessing Total Triage, or our FAQs and more.

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

## CANCELLING YOUR APPOINTMENTS

Did you know that you can cancel your appointment without having to wait in a call queue by pressing option 2 and leaving your details?



Over the last two months across our eight practices, 36 patients did not attend (DNA) their same-day appointment and 85 patients did not attend their routine appointment. Had these patients, contacted us to cancel their appointment, we may have been able to offer them to other patients.

That's 121 wasted appointments in total. Please make sure you get in touch when needing to cancel an appointment whether that's via the phonenumber option or online using Total Triage.

## TETTENHALL ROAD PRACTICE MOVE

Tettenhall Road Medical Practice moved to West Park Surgery last month which

Tettenhall Road Medical Practice has moved to West Park Surgery

means that the surgery which was previously based on 199 Tettenhall Road, WV6 0DD has now merged and is based at West Park Surgery, Park Road West, WV1 4PW. *This means we now have eight practices within our network rather than nine.* Patient feedback has been really positive on the whole but if anyone has any additional feedback, please let us know.

## PHARMACIES NOW OFFER ORAL CONTRACEPTION

Women across the Black Country can now get their supply of oral contraception (known as the pill) for the first time directly from their pharmacist, rather than from their GP or a sexual health clinic – without the need for an appointment. This aims to increase choice for women in the ways in which they can access contraception.



Women will also receive their yearly pill health check-up via the pharmacist too. For further information, visit the [ICB website](#).

## VACCINATIONS

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

Have you signed up to the NHS App yet? If not, then it's about time!



With the app, you can order repeat prescriptions easily at the touch of a button. You can also access the Total Triage appointment form as well as viewing your health record, test results, and more - all in one place.

We have been holding NHS App drop-in sessions across our practices for anyone requiring support with the app. Don't worry if you missed them, we will be advertising some more shortly so watch this space and make sure you're one of the 30 million people signed up to the app today.

## AWARD WIN FOR CANCER CARE COORDINATOR

Cancer Care Coordinator Janet Cox, who works across our eight GP practices won the 'Wolverhampton Individual of the Year' award at a recent Cancer Celebration Event.

The event, funded by Macmillan Cancer Support and hosted by the Black Country Integrated Care Board, recognises outstanding contributions to cancer care services.



Her contributions have led to increased uptake in bowel, breast, and cervical screening and a more supportive cancer care environment for patients within the Wolverhampton community.

Not only does Janet raise awareness of the national screening programmes, but she also holds public events across a range of community venues, to answer people's cancer-related questions. Check out the full story on the 'News' section of our website: [www.rwtprimarycare.nhs.uk](http://www.rwtprimarycare.nhs.uk)

## PPG SUGGESTIONS WANTED

We want you to help us shape the future of our Patient Participation Groups (PPGs). Do you attend your practice PPG? Would you prefer a PCN-wide PPG rather than practice-specific meetings? Would you like to join but you're just not sure how to?



Your feedback is important to us. Attendance has been low across our PPG meetings recently so we want to know what we can do differently - please let us know next time you're at your GP practice or email us on [rwh-tr.primarycare@nhs.net](mailto:rwh-tr.primarycare@nhs.net) and have your say!

## BUILDING A HEALTHY FUTURE

The latest editions of the Trust's 0-19 e-bulletin, 'Building a healthy future', is out now. It's packed with the latest news from the Trust's School Nursing Service, alongside important healthcare messages. The service has published three editions aimed at all parents of children in primary or SEND schools and all children in secondary schools. Check them out here: <https://bit.ly/3YRCM3q>



## HOW TO HANDLE THE HOT WEATHER

Most of us welcome hot weather, but when it's too hot, there are health risks.



If you or someone else feels unwell with a high temperature during hot weather, it may be heat exhaustion or heatstroke.

Make sure you're able to look out for the signs and find out what to do by visiting [NHS.uk](https://www.nhs.uk)

## COMPTON CARE

For over 40 years, Compton Care has been a vital part of our local community, providing expert palliative and end-of-life care to people living with life limiting conditions. While many know about its Inpatient Unit, fewer realise the extensive support Compton provides to patients in the comfort of their own homes. Last year alone, Compton's dedicated community teams

made more than 6,000 home visits, delivering compassionate, specialist care and emotional support to people where it matters most – at home, surrounded by loved ones.

Compton Care also offers innovative services such as its Virtual Ward and Rapid Response Team, working closely with GPs, District Nurses, hospital consultants, and other local health professionals to ensure seamless, high-quality care.

To learn more about how Compton supports families, visit [ComptonCare.org.uk](https://ComptonCare.org.uk) or call its 24/7 Advice and Referral Line on 01902 774570.

**Compton  
Care**

specialist  
palliative and  
bereavement  
support



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

**Follow our  
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Network (PCN)  
on social media**



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



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