

Covid Working

Thank you to all of our patients for understanding the restrictions we've had in place. In line with national guidance for primary care we have now removed all social distancing but we can only achieve this if everyone wears a mask on the premises. Please bring a mask with you or use one that we provide. Masks should be worn whenever you enter the building, even if just coming in to drop something off or ask a question. We are now offering a mix of telephone and face to face appointments for both doctors and nurses. We can also offer video consultations – just ask when you book your appointment.

Extended Access

We have extended access to GP and nurse appointments at Yardley Wood surgery after 6.30pm and at weekends. These appointments must be pre-booked with our surgery. We also have invested in a service called LIVI which many of our patients speak highly of. Download the app and you can speak to a GP on your mobile device in a short amount of time. They can issue prescriptions and arrange referrals and sick notes too. This service is free to our patients.

Social Prescribing

Tanwir is our social prescriber. He works at some of our other network practices too. He can help with social issues such as loneliness and isolation. He arranges walking groups, activities, and has a background in housing. He has a lot of local knowledge for social support so please do take advantage of this resource if it is offered.

Capacity

Like all primary care organisations we are struggling to cope with the demand for care. Waiting lists for hospital treatment are extremely long and this has a trickle-down effect on primary care – all the people not being seen in hospital are having to be managed by a GP. This along with huge demand from patients and a frightening lack of GPs in the UK is creating delays in care, which nobody wants. If you cannot get an appointment, please keep trying and please be patient with our reception team. They cannot offer appointments that don't exist and cannot "squeeze you in" somewhere. Doctors are working at such a level there is no longer a moment in the day that isn't taken up. We really are doing our best but the situation is likely to deteriorate as GPs become burnt out and leave the profession. We are developing new pathways for patients through our primary care networks which will help with demand.

Patient Participation Group

We are hoping to start up this now social distancing has changed. We have a PPG who meet every 2-3 months to discuss services and patient education. If you have any availability please do contact the surgery – we usually meet on a Friday at 12.30

Community Pharmacy

Please remember that your local pharmacy is there to offer advice on a multitude of minor ailments such as bites, stings, aches and pains, sore throat, coughs, colds, flu, earache, cystitis, skin rashes, teething, red eye and much more. Pharmacists are highly trained professionals who have much experience in minor ailments.

Care Navigation

We work as part of a network of practices in Moseley, Billesley and Yardley Wood PCN (MOBY). The 6 practices in that group are Baldwins Lane, Yardley Wood, Greenridge, Poplar Road, Wake Green Surgery and Victoria Road in Acocks Green. PCNs aim to deliver improved levels of care for patients, by connecting the primary healthcare team across the area with local community service providers, serving to alleviate workload and share staff. This allows a new, more streamlined, multi-disciplined, personalised and coordinated approach to patient care. The system supports patients to take greater control over managing ongoing conditions, introducing new roles to increase services provided and highlighting alternative care providers in the area.

Our Reception Admin staff have been accredited in Care Navigation Training. This allows our staff to assign you to the most appropriate person for your care. It also means that you may have to answer a few more questions when you book an appointment but it will subsequently benefit your patient experience as you will be seen by the most appropriate care giver in the quickest time possible. These extra roles include first contact physiotherapy, pharmacists, dietitian, mental health professional, paramedic and social prescriber.

Coping in the hot weather

Most of us welcome hot weather, but when it's too hot for too long, there are health risks. In England, there are on average 2000 heat related deaths every year.

Tips for coping in hot weather:

- look out for those who may struggle to keep themselves cool and hydrated – older people, those with underlying health conditions and those who live alone are particularly at risk
- stay cool indoors – many of us will need to stay safe at home this summer so know how to keep your home cool
- close curtains on rooms that face the sun to keep indoor spaces cooler and remember it may be cooler outdoors than indoors
- drink plenty of fluids and avoid excess alcohol
- never leave anyone in a closed, parked vehicle, especially infants, young children or animals
- try to keep out of the sun between 11am to 3pm
- walk in the shade, apply sunscreen regularly and wear a wide brimmed hat, if you have to go out in the heat
- avoid exercising in the hottest parts of the day
- make sure you take water with you, if you are travelling
- if you are going into open water to cool down, take care and follow local safety advice