

Autumn News from Brewwood & Surrounds PPG – Patients Participation Group

Message from the New Chairman

After many months of pandemic, the PPG has regrouped with some old members and some new members. We hope to forge a productive relationship between the Medical Practice and all patients and bring you more news-sheets in future.

As required by the CCG, we will be conducting a survey and publish the results as soon as we are able. Meanwhile, we are getting to grips with bureaucracy and the best way to communicate with all patients.

A semi-rural practice.

As a semi-rural practice, the area has few buses but is fortunate to have a thriving Voluntary Car Scheme. If you need transport to an appointment, just call the Co-ordinator who will try to arrange a lift. This is a registered Charity supported by your local Parish Councils. Fares are calculated on the miles per journey, so for example Brewwood to New Cross is 18 miles and would cost £10.

Alternatively, you may have a few hours to spare with your transport, so you could Volunteer! How involved you become is **your choice!**

Call Sofena on 01902 851786 to chat about either using the scheme or becoming a volunteer.



Pharmacies

We should also remember that our Pharmacies are on the front line of Primary Care Providers and in many cases can help you with minor ailments, health concerns and day-to-day medication.

News from the Surgeries

Most information that you may need can be found on the surgery website at www.brewwoodsurgery.nhs.uk and it is well worth a look. You can find it at: -

www.brewwoodsurgery.nhs.uk

and we would urge you to use it for access to many sorts of information on health and well-being.

Meanwhile, here are our Doctors, and a warm welcome to those who are new.

Dr Asif Ahmed (M)

Dr Sarvinder Saini (M)

Dr Hanane Grazza (Started in August) (F)

Dr Ranjana Sohal (Started in May) (F)

Dr Manish Rana (Started in January) (M)

Dr Arouna Kapoor (Started in February) (F)

Dr Prabesh Shahi (Started in August) (M)

Dr Batool Abidi (ST3 GP Qualified Doctor, now in final year of GP Training started in April) (F)

Coven Surgery

The Memorial Hall Trustees have met with surgery representatives, and Coven Surgery will be opening from September 6th on Monday, Tuesday and Friday mornings, after new flooring is in place. Good news for those patients living in Coven!

Wheaton Aston Surgery

Wheaton Aston Surgery is undergoing work to improve patient flow and access. Extension and other work is expected to be complete within the next few months, and meanwhile it is still open and providing services to patients.

How is it best to contact the surgery?

When telephoning for non-urgent matters, patients are advised to avoid Mondays and other days between 8.00 and 10.00am, because these are very busy periods.

Staff levels have increased significantly, and it is hoped that this will improve access in the face of unprecedented demand.

News from Brewwood & Surrounds

PPG – Patients Participation Group

Do you have access to a computer?

www.brewwoodsurgery.nhs.uk

There's a wealth of information freely available on the website concerning minor ailments, health information and a search facility on symptoms.

You can also join Patient Access, which will enable you to place repeat prescriptions and choose to which pharmacy you want that prescription sent. You can also make a doctor's appointment (but not an appointment for nurse or blood tests), see what meds you have had in the past and access your medical records.

To access this service, you need to take photographic identification to reception, and you will be given some codes which you use to set up your account. It IS easier than you may think!

Contact

With regard to making a complaint, we have been told by the surgery:- ***"If a patient feels a formal complaint is needed in writing, we would advise them to email it to brewwoodsurgery@nhs.net and it will be forwarded to the most appropriate person to deal with the complaint"***.

For those with no access to email, you can of course still write a letter and either post it or drop it in to the surgery.

See the right person for the job!

Services available from your Surgery

Seeing practitioners specialising in certain fields gives you more expert advice on your condition.

Sometimes, it is not necessary to see or talk to a doctor. Services are available from other specialists operating out of the practice. Here are a few examples: -

Clinical Pharmacists, who can review medication.

- Cervical smears conducted by nurses
- 3 Advanced Clinical Practitioners
- 3 Nurses
- Musculoskeletal Practitioner,
- Mental Health Practitioner
- Community Link Advisor/Social Prescriber.
- Hearing
- It is hoped to offer Optometrist services again soon.

If you or someone you know would like a copy of this newsletter in large print, please ask at the surgery.