

PATIENTS PARTICIPATION GROUP

NEWSLETTER WINTER 2015

NHS Friends & Family Test

The NHS Friends & Family test is a way of gathering your feedback, so we can continually review our service. It is based on one simple question:

“How likely are you to recommend this GP Practice to friends and family if they needed similar care or treatment?”

Your feed back will help us learn more about what you think of your experience – what you like and what you think we could improve. Ultimately, you’re helping us to make changes that will ensure we can offer the best possible care.

Forms are available in Reception and can be downloaded from the practice website. If we have your mobile number, you may be sent a text message.

Winter Warmth

Dudley’s winter warmth service can support residents to stay warm and well this winter. Each household can receive free advice and support to help them get the best energy deals, manage their debt, and use their heating efficiently. Home improvements such as insulation and servicing / repairs to boilers and heating systems are also available, alongside support to access government grants for more costly work such as boiler replacements and ventilation systems. Oil filled radiators are available on loan to residents who have no heating or have had their heating break down. Blankets, bed socks, electric blankets and hot water bottles are also available to people who are considered to be very vulnerable.

These people include older people (aged 75+), families with children, pregnant women, people with a disability or a pre-existing medical condition – in particular cardiovascular disease or respiratory illnesses such as bronchitis, COPD and asthma.

If you or anyone you know is at risk from living in a cold home, phone Dudley’s winter warmth service today on 01384 817086 or email: WinterWarmth@dudley.gov.uk

CONTACTS

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Switch - Young People's Drug & Alcohol Service in Dudley



Switch is a young people's drug and alcohol service in Dudley. We are a free and confidential service and here to support young people with any choices they wish to make about their substance use. Switch appreciates that stopping can be hard so the friendly team will meet young people in places that are suitable for them to set goals that are realistic and achievable. If you would like further information or wish to discuss any concerns with the team call 01384 241440 or email switchdudley@cranstoun.org.uk.

Stroke Services

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PHARMACY FIRST

Do you really need to see a doctor ?

Many times we come to see the doctor as a matter of habit, when for the majority of minor ailments our local chemist will be able to help. Pharmacists in our local chemists are very highly trained and more than capable of issuing non-prescription drugs that can cure many common problems. No need to wait for emergency appointments as many chemists now have a private consulting room. Just ask to see the pharmacist and tell them your symptoms. If they cannot help, they will advise you of your best course of action, either see your doctor, go to the Walk in centre or even straight to A&E.

Obviously, if the illness is serious RING 111 or if life threatening RING 999.

PLEASE HELP EASE THE PRESSURE ON G.P SURGEY APPOINTMENTS **SEE YOUR PHARMACIST FIRST !!**

AND FINALLY, AN IMPORTANT MESSAGE FROM THE CHAIRMAN

Dear fellow patients.....I share your concern and frustration regards the telephone and appointments. However the staff and practice are doing their best in trying times. I would expect all staff to be civil at all times.

Usually they are. Patients should also treat the staff with respect and understanding be they Doctors, Nurses or Reception staff, **TREAT PEOPLE AS YOU WOULD LIKE THEM TO TREAT YOU !**