

RWT Primary Care Network

Safe & Effective | Kind & Caring | Exceeding Expectation

October 2020

The Royal Wolverhampton NHS Trust Primary Care Network Patient Newsletter

Welcome from our Clinical Director

Welcome to our new patient newsletter which endeavours to keep you up to date with the work of our ten GP practices.

My name is Dr John Burrell, a GP at Penn Manor Medical Centre for the last 27 years, and the Clinical Director of the ten practices within The Royal Wolverhampton Trust Primary Care Network.



Firstly, many thanks for your patience during this difficult time, we are trying to return to a new 'normal' but there will be a continued emphasis on remote consultations – phone and video – and reduced footfall through our practices.

The use of care navigation by our receptionists means you will

be asked for details, and given an appointment with the most appropriate clinician.

This may not always be a GP, but may be a First Contact Physiotherapist, Advanced Nurse Practitioner or Clinical Pharmacist.

We are still seeing patients face to face; if the clinician, after speaking to you, feels that this is necessary or the best way of dealing with your problem.

You may find there is currently a wait for annual reviews of long term conditions. We are prioritising our high risk patients and many of these reviews will be done on the phone or via video rather than face to face.

We have to provide flu vaccines to a greater patient population this year. This is challenging but plans are in progress and I would urge you to have the vaccine if you are entitled to it.

Please remember, it is very important that if you have symptoms that you are worried about, to contact your practice as you normally would. Your NHS is here for you.

We hope that the newsletter will become a regular publication, and one which keeps you updated with the changing world of general practice.

If you have any feedback, please email: rwtprimarycare@nhs.net
I wish you all a healthy autumn.

Best wishes,

Dr John Burrell

Patient online access

Patient online access connects you to local health services when you need them most. You can now book appointments, order repeat prescriptions, view your medical record and discover local health services for you or your family via your mobile or home computer. Having online access gives you greater choice and convenience in how to access GP services, improves communication with the surgery and allows you to take greater control and understanding of your health and wellbeing.



To request online access you can do this in two ways; contact the your practice or complete a pre-registration on the patient access website directly using www.patientaccess.com/ or via the link to this page from your practice website.

If you pre-register via the patient access website you will be able to book one appointment initially but will not gain additional access to any further details until verification of identity documents has taken place by your practice and the reception team have authorised your registration.

For more information please visit www.patientaccess.com/

Physiotherapists now available for first consultations at the GP practice

Around one in five people book to see their GP when they experience bone, joint or muscle problems, when they could actually be safely and effectively seen by a physiotherapist at the first point of contact.

First Contact Physiotherapists have expertise in the assessment and management of bone, joint and muscle problems. They assess patients, diagnose their condition, give advice on how best to manage the problem and if needed refer for investigations or to other specialist services.



If you have bone, joint and muscle problems, please contact your GP practice and ask for an appointment with one of our First Contact Physiotherapists.

Due to the COVID 19 pandemic currently the service is open for telephone and video assessments with the option for face to face assessments if needed at Alfred Squire Road Health Centre, Coalway Road Surgery, Penn Manor Medical Centre and West Park Surgery.

Putting you in control of your medicines – online ordering

We are constantly looking to make things easier and simpler for you to stay in control of your medicines. One way to do this is to order your medicines online.

Patient Access is easy to use online or as an app for your mobile phone. You can see all your current medicines in one place and with a simple click request your medicines at any time of the day, when it suits you. We

will then review and issue your prescription and send it electronically to your pharmacy. If we have any queries we will contact you before it is approved.

This will save you time and help the GP practices. We would really like everyone to begin ordering their medicines online.

Patient Access also allows you to look at your past appointments, test results and book appointments and has useful guidance and advice on managing a range of conditions. It really is the best way to be in control of your health.

Go online or download the app from your mobile app store by searching “patient access” and ask your practice about registering.



Get your free flu jab



Some people with a learning disability can get very ill if they get flu.



The best way to avoid flu is to get a free flu jab.



You can have the flu jab at your GP surgery.



Or you can have the flu jab at a pharmacy.



If you are scared of needles, tell the nurse. You may be able to have the vaccine as a nose spray instead.

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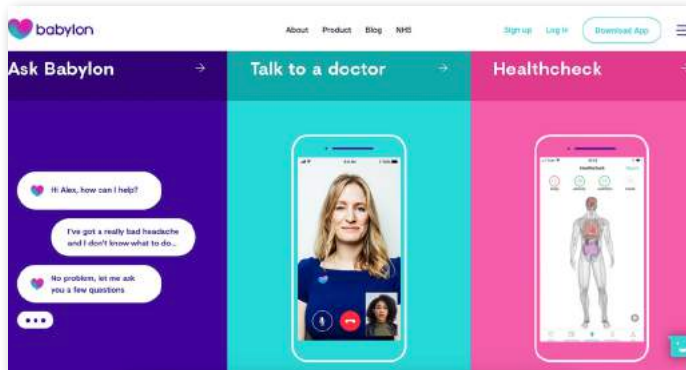
PROTECT AGAINST FLU



Flu Immunisation
Helping to protect everyone,
at every age

Our 10-year partnership with Babylon providing digital-first integrated care to Wolverhampton residents

As you may be aware, RWT has formed a 10-year partnership with Babylon to develop and provide digital-first integrated care to Wolverhampton. The first step of this journey is to develop digital-first primary care. Digital-first primary care will essentially enable patients to book and conduct appointments with their local GP practice and access digital health tools like a Symptom Checker, HealthCheck and Monitor to proactively manage their health, using a mobile app.



We are looking for a group of volunteers who we will work with over the upcoming months to test the digital primary care patient journeys; informing how we design the service going forward. Sessions will be conducted from the first week of October and will be held remotely using a remote platform such as Zoom or Microsoft Teams. If you are interested, please send your name and contact number in an email to: rwtpriamrycare@nhs.net.

We want to ensure that we develop an excellent accessible service for our patients and we cannot achieve this without your input.



CORONAVIRUS HANDWASHING REMAINS CRITICAL

- Keep a safe distance from others (2 metres where possible)
 - Limit contact with other people
- For more ways to stay safe go to gov.uk/coronavirus

STAY ALERT > CONTROL THE VIRUS > SAVE LIVES

Community Phlebotomy Service - APPOINTMENTS ONLY

Did you know that you can book your own phlebotomy appointment via the Trust website: www.royalwolverhampton.nhs.uk/communitybloodtests/

You will need to have at hand your NHS number and your mobile phone number because a text message will be sent back to you to confirm your appointment details.

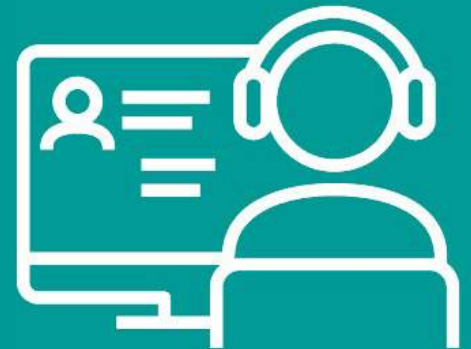
You will also need to bring your blood forms with you to the appointment which your GP/Consultant will issue to you.

Helpline - For patients without internet access

A helpline is available every day of the week between 8am and 10pm including weekends and bank holidays. Lines are quieter outside of normal office. The helpline number is 01902 442607.



To protect you from coronavirus, your GP practice will try to help you remotely and then see you face-to-face if needed.



For all the up-to-date news and information follow us on;



@RWT_PrimaryCare



@RWTNHS



rwt_nhs

You can also find out more information about our services by going to -

www.royalwolverhampton.nhs.uk/about-us/primary-care/