

Waterfront Practice - Patient Participation Group

Newsletter

Email address: waterfrontsurgeryppg@outlook.com

YOUR FLU JAB IS COMING! BOOK IN FROM THE 3rd OCTOBER, 2024

HELP US TO HELP YOU!



At a recent meeting of the PPG we asked the Practice Manager, Louise Bunce, if there was anything patients could do to help improve the service offered by the surgery?

200 + MISSED APPOINTMENTS EVERY MONTH!

Louise said that she understood why patients get frustrated when not able to get appointments but that every week many patients who have appointments do not attend.

One of the best ways to improve the service would be for patients to let the surgery know if they no longer need an appointment because this could then be offered to other patients desperate to see the doctor or nurse.



PLEASE LET US KNOW IF YOU NO LONGER NEED YOUR APPOINTMENT AT THE WATERFRONT

Yes, most months there are over 200+ 'no shows' - people booked in to see someone at the Waterfront simply do not show up which means other patients miss out.

If you are unable to attend your appointment for any reason, or the health problem for which you booked your appointment has cleared up, PLEASE remember to cancel your appointment. Even cancelling your appointment with 10 minutes' notice will enable us to see other patients in need!

You can telephone us on 01384 481235, or come in and speak to those in Reception. You can also do this via the Waterfront website and the text reminder we send you.

PLEASE let us know well in advance if you cannot make your appointment so that it may be given to another patient.

YOUR FLU JAB IS COMING! BOOK IN FROM THE 3rd OCTOBER, 2024



Phone
01384 481235

Doctors

Dr Tung Chung

Dr Krishna Kanhaiya

Dr Dalvinder Ratra

Dr Nishi K Sharma

Dr Laura Buse

Practice Manager

Louise Bunce

Physician Associates

Leah Court

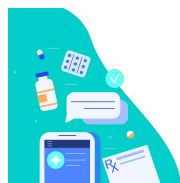
Nida Vansushan

Practice Nurse

Amanda Sutton

GP Assistant

Roseanna Tranter



WHAT CAN YOUR LOCAL PHARMACY DO FOR YOU?

Your local pharmacist is able to assess and treat you for:

Acne Spots or Pimples	Haemorrhoids (Piles)	Skin Rash -including Shingles and Impetigo
Athletes Foot	Hayfever	Sleep problems
Back or Neck Pain	Heart Burn	Sore Throat
Cold Sore	Hip Pain	Strains and Pains
Cold symptoms (without cough or fever)	Indigestion	Teething in Babies and Children
Constipation	Infant Colic	Threadworm
Diarrhoea or Tummy Bug	Insect Bites or Stings	Thrush affecting your mouth
Dry, Sore or Watery Eyes (Adults and Children over 5 years)	Mouth Ulcers	Toothache
Ear Ache (Children 2-17)	Mouth Ulcers	Vaginal discharge or Itch/Thrush
Failed Contraception (Over 16 years only)	Nappy Rash	Warts or Verrucas
Flu Symptoms	Scabies	Wound Care and Dressings
	Scratch or Graze	Wrist, Hand or Finger Pain
	Sinusitis (Acute - lasting less than 12 weeks)	

Your local pharmacist is also able to assess and treat uncomplicated urinary tract infections in women (under the age of 65) without the need for a GP appointment or prescription.

If any of these listed conditions is diagnosed, pharmacists can give you medicines rather than sending you back to your GP. Patients who need more specialist or follow-up care will be referred onwards. Any consultation will be noted and shared with the Waterfront to add to your record.

If you are exempt from paying for NHS prescription charges then you will be eligible for free medication if it is required

Social Prescribing

Social prescribing supports individuals by finding out what matters and referring them to services, community activities and groups to help improve their health and well-being. Problems might be due to loneliness and isolation, financial or housing concerns.

What support might be offered?

- Home visits, telephone calls, support at community groups if a person's confidence is low
- Support with form filling (Benefit Forms, Blue Badge applications)
- Support applications for grants, white goods, clothes etc.
- Access to Food Bank Vouchers and Bus Pass tokens
- Signposting and referrals to appropriate services and groups

Referral Criteria

Aged 18 and over
Registered at a surgery within Brierley Hill and Amblecote PCN

PCN Social Prescribing Staff

Rebecca Woodall

Rebecca.woodall3@nhs.net

Wed – Fri 8.00 am - 4.30 pm

Lisa Pritchard

lisa.pritchard9@nhs.net

Mon - Thurs 8.00 am - 4.30 pm

