

Wychbury Medical Group

Newsletter—Winter 2024



RSV vaccinations

Respiratory Syncytial Virus (RSV) is an infectious disease of the airways and lungs. It often causes symptoms similar to a cold and usually gets better by itself—however for infants and older adults the virus can lead to more severe illness and hospitalisation. Having the RSV vaccine is the best way to prevent it.

The vaccine is available to anyone who is:

- Aged 75-79 years of age
- Pregnant (from 28 weeks) to help protect your baby for the first few months after birth.

Now that the main part of the flu vaccination season is over we will begin actively inviting eligible patients to book in for this vaccination.

Personalised Care Team



Who makes up our Personalised Care Team and how can they help?

- Charlotte—social prescriber—help with linking you to other organisations to help with things such as social issues and long term conditions
- Tom—health and wellbeing coach—can help with confidence and self-management skills where you have low motivation and physical/mental health needs
- Louise—care co-ordinator—can provide you with information and support to assist you with accessing community and other services.

Our personalised care team have been doing a series of drop-in sessions across all of our sites and we do hope that these have been useful to you. If you were unable to attend any of these sessions but think that they would be able to assist you please contact the surgery.

Changes to appointments

From November we made changes to our appointment system. This has hopefully offered more flexibility to patients and help move away from the 8am phone queue.

Those who require an urgent, on the day appointment still need to phone the surgery at 8am, but if you require a more routine appointment then you can complete our online 'Get help with any health problem' form which will then be triaged by a clinician. The triaging clinician will assess the problem details that you provide before you are then contacted to book you in within an appropriate timeframe.

Christmas and New Year opening

We will be closed for the bank holidays over the festive period—Christmas Day, Boxing Day and New Years Day.

Other than on these days our opening times will remain the same; the only difference being that our Wychbury Medical Centre branch will be closing at 4pm on Christmas Eve, with Cradley Road remaining open until 6:30pm as usual.

We wish you all a happy and healthy Christmas and New Year.

NHS Pharmacy First

Your local Pharmacy can now help you with a variety of minor health conditions.

If you are suffering with any of the following then your pharmacist can assess your condition and prescribe appropriate medication or signpost you to other services if necessary:

- Sinusitis (swelling of the sinuses caused by infection) in those aged 12 years and over
- Sore throat in those aged 16 years and over
- Acute otitis media (infection in the middle ear) for those aged between 1 and 17 years
- Infected insect bite (unless the bite occurred while travelling outside the UK) in those aged 1 year and over
- Impetigo (common infection of the skin) if aged 1 year or over
- Shingles (infection which causes a painful rash) if aged 18 years or over
- Uncomplicated urinary tract infection for females aged between 16 and 64 years

Check and cancel

There is now a new way to check the time of your appointments and to cancel them if you wish.

This is a new option on our phone line which can be accessed 24/7, whether the surgery is open or not.

Simply select this option when you dial the surgery main number—01562 547300—then you will be asked to input your date of birth, if your date of birth and the number you are dialling from match what we hold on the system for you then you will be given the details of your upcoming appointment and the option to cancel it if you wish.

Community Urgent Eyecare Service (CUES)

This is a free NHS service available through some local opticians for minor eye issues including:

- Red or painful eye or eyelids
- Recently occurring flashes or floaters
- Recent and sudden loss of vision
- Foreign body in the eye.

You can find the best participating practice for you at primaryeyecare.co.uk/find-a-practice/.

This is not a walk in service so you will need to contact the practice that you wish to attend to book an appointment before attending. They will ask questions to assess if you need to be seen and how quickly. This will be within 24 hours for urgent cases.

Macmillan coffee morning

On September 26th we held our annual Wychbury Bake Off, with the products of this bake being sold amongst the team as part of a Macmillan Coffee morning with all proceeds collected going to charity.

Macmillan Cancer Support is a brilliant charity which we are proud to support and help raise money for. Not only do they provide a range of different support (emotional, physical and financial) at every stage of the experience for those living with cancer but so much more too.

They research into cancer care so that they can understand the needs of those living with cancer and continue to offer the support which is most valuable to those who need it. Also they support the cancer workforce so that health professionals have the most up to date resources to help those living with cancer.

Supporting
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