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NHS App

The NHS App is a convenient, secure way to access a range of NHS services right from your phone or tablet. Through the app, you can book GP appointments, order repeat prescriptions, and view your medical records, including test results and vaccination history.

It's designed to make managing your healthcare easier and faster. The app also provides advice on health conditions, helps you check symptoms, and keeps you updated with the latest information on health and wellbeing.

Downloading and using the NHS App gives you greater control over your health, saving time and offering peace of mind when it comes to managing your care.

New Staff

We are delighted to introduce two new salaried doctors joining our GP practice team, Dr. Swamy and Dr. Patel. Both bring a wealth of experience and a strong commitment to patient-centered care.

We're thrilled to welcome them both, and we're confident their expertise will greatly benefit our patients and the community.

Appointments

Our GP Practice is pleased to offer a wide range of same-day appointments to ensure you get the care you need, when you need it.

Whether you need to see a doctor, nurse, paramedic, or healthcare assistant (HCA), we have availability each day to support you.

Our team is committed to providing timely access to quality care, so you can be assured that help is always on hand for both urgent issues and routine concerns.

We also offer self-bookable appointments year-round, allowing you to schedule visits at your convenience.

In September, 129 appointments were missed by patients, leading to a total of 144 hours of wasted time that could have been offered to others in need of care. Missed appointments place a significant strain on our resources and affect the availability of appointments for other patients. We kindly ask that if you're unable to attend an appointment, please inform us as soon as possible so that we can offer it to someone else.

Winter Update

During the winter months, we understand that more people tend to fall unwell due to seasonal illnesses, so we have increased appointment capacity to ensure that all patients receive the care they need.

Our practice has added extra availability to accommodate the higher demand during this time.

We're committed to providing timely access to support and treatment, so please don't hesitate to reach out to us if you're feeling unwell.

PPG

We hold regular Patient Participation Group (PPG) meetings, where patients have the opportunity to share their thoughts, offer feedback, and help shape the services we provide.

The PPG is a great way to connect with our practice team and discuss ideas for improving patient care and overall experience.

If you're interested in joining the PPG and being part of this important group, please let our reception team know—they'll be happy to provide more details on how to get involved.

Zero Tolerance

Our practice is committed to providing a safe, respectful environment for both patients and staff, and we have a strict zero-tolerance policy towards any form of abuse, whether verbal or physical.

Aggressive, threatening, or abusive behavior directed at our team or other patients will not be tolerated and may result in individuals being removed from our practice list.

We ask all patients to treat our staff with courtesy and respect, as we are here to help and to ensure you receive the best possible care.

Thank you for your understanding and cooperation in helping us maintain a positive and safe environment for everyone.

Blood Tests

Please be aware that our practice does not carry out blood tests on-site. However, you can arrange your blood test by contacting **01384 365155** or visiting <https://dudleygroupnhs.simplybook.cc/v2/> where you'll be able to book an appointment at a nearby clinic or facility.

Health & Wellbeing

Sign up to the monthly e-bulletin from Dudley Public Health and Wellbeing.

Receive updates on local health information and advice on all life stages, from pregnancy and babies to healthy ageing.

Find out about free local exercise opportunities, local mental health support and much more. To receive the bulletin go to:

<https://public.govdelivery.com/accounts/UKDUDLEY/MBC/signup/26294>

Or scan this QR code

