

Victoria Health Centre
5 Suffrage Street
Smethwick
B66 3PZ
Tel: 0121 565 3760

Norman Road Surgery
110 Norman Road
Smethwick
B67 5PU
Tel: 0121 429 6563

PRACTICE NEWS

Since our last news letter we are delighted to have welcomed new members to the team:

Hollie Sheldon - Practice Manager

Katie Hobley - Receptionist

Laura Horton - Receptionist

Lauren Thirkell - Reception Apprentice

Dr Palaniandy - New Trainee GP

FRIENDS AND FAMILY TEST

How likely are you to recommend Norvic Family Practice to your Friends and Family? Help us to improve by providing feedback anonymously on our surveys in the practice or via the text messaging survey. Whether its good or bad we would like to know improve.

PRACTICE UPDATES

Text Messaging System

Norvic Family Practice are excited to announce the introduction of our new text messaging system. This software will not only improve our interaction with our patients but the system will also send our patients reminder texts for their upcoming appointments. By reducing our 'did not attend' rates we will be able to increase our appointment availability making access better for all of our patients.

Carers Events

Following the success of our last carers event we have now arranged for our next carers event to take place in the new year. If you are a carer please let our receptionist know so that we can add you to our register.

Travel Vaccinations

Going somewhere? Travel vaccinations and advice are available at both surgeries for patients who are visiting parts of the world that may pose a threat to personal health. Please enquire at reception for more information.

Dr. F.A. Khan, Dr. D.A. Harrington, Dr. M.M.A. Baig and Dr. H. Pathan

Norvic Family Practice News Letter

Autumn 2016

SURGERY OPENING

Victoria Health Centre	
Mon	8.00 – 6.30
Tues	8.00 – 6.30
Wed	8.00 – 6.30
Thurs	8.00 – 2.00
Fri	8.00 – 6.30
Norman Road Surgery	
Mon	8.00 – 6.30
Tues	8.00 – 6.30
Wed	8.00 – 2.00
Thurs	8.00 – 6.30
Fri	8.00 – 6.30
Sat	09:00 – 12:00

OUT OF HOURS SERVICE

A GP is always available from 6.30pm to 8am weekdays, all day weekends and bank holidays.

Please call surgery phone number.

APPOINTMENTS

Just a reminder about the range of appointments available at the Practice:

Routine - Pre-bookable with the doctors of your choice up to 1 to 2 weeks in advance.

Urgent - Same day appointments for Urgent Medical Assistance only. Medically urgent means that this takes priority over other commitments such as work or school.

Online - Bring in a form of ID and register with Reception to enable online booking of routine doctor's appointments and ordering medication via our website www.Norvicfamilypractice.co.uk.

Telephone Consultations - Pre-bookable with the doctor for issues you can discuss over the telephone and when an examination is not needed. The doctors will call during morning surgery so it is important that you are contactable by telephone during this time.

Test Results - If you wish to enquire about the results of any investigation, please telephone after 09:30 when the receptionist should be able to help you.

Please note - the receptionists are not clinically trained and will simply pass on available comments and instructions from the doctor.

All results are reviewed by the doctor and you will be notified of any abnormal results that require action.

PATIENT PARTICIPATION GROUP (PPG)

Want to learn more about the Norvic Family Practice PPG?

Please contact Tina Caswell at the Norman Road surgery who can provide you with all the details for our

upcoming meetings.

NO TIME or do not wish to attend the PPG meetings? Then learn how you can

become a member of our PPG Panel (Virtual Group) by letting us

know your views, via email, on issues that concern and /or interest you regarding local healthcare provisions.

YOUR VIEWS ARE IMPORTANT TO US...WE WANT TO HEAR FROM

NEW SERVICES TO THE SURGERY

My Time Active

NHS Health Checks are being offered to people aged between 40 and 74 once every five years to assess your risk of developing diabetes, heart disease, kidney disease, stroke and dementia.

Healthy Lifestyle Services

Did you know there is a range of weight loss and healthy lifestyle services across Sandwell? Want to lose weight? Be more active? Please enquire at the reception to find out more.

Chiropractor (Private Chargeable Service)

Do you suffer with Headaches or Migraines? Have Lower Back or Neck Pain? Do you have a sports injury or suffering from Whiplash?

Norvic Family Practice are pleased to announce that we have made provisions for a Private Chiropractor to visit the surgery each week. Please contact reception for more details.

MINOR AILMENTS SCHEME

The Minor Ailment Scheme has been running in Sandwell since 2005 and has helped thousands of people get the treatment they need to put them on the road to recovery extremely quickly.

Under the scheme, pharmacists are able to offer advice and treatment for a vast number of minor ailments which people might otherwise visit their doctor about. This includes conditions such as colds and flu, athletes foot, back pain, migraines and even chicken pox.



STOP THE PRESS—DON'T FORGET YOUR VACCINATIONS

Flu Jabs - For patients ages 65+ and those in an At Risk Group

**Shingles - For those patients born 02.09.1942 to 01.09.1945
02.09.1935 to 01.09.1937**

Pneumococcal - For patients ages 65+ and those in an At Risk Group

ACCIDENT & EMERGENCY

A&E departments assess and treat patients with serious injuries or illnesses. Generally, you should visit A&E or call 999 for life-threatening emergencies, such as:

- Loss of consciousness
- Acute confused state and fits that are not stopping
- Persistent, severe chest pain
- Severe pain elsewhere in your body
- Breathing difficulties
- Severe bleeding that cannot be stopped



**PLEASE REMEMBER THAT
ACCIDENT & EMERGENCY
IS FOR SERIOUS INJURIES
OR ILLNESSES ONLY.**

**PLEASE HELP US TO
ENSURE OUR SERVICES
ARE BEING USED
APPROPRIATELY.**

USEFUL CONTACTS

NHS DIRECT

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Available 24 hours a day

You can call NHS Direct any time. They have the knowledge and experience to give health advice.



NHS WALK-IN CENTRES

**Summerfield Urgent Care Centre
134 Heath Street, Birmingham,**

**Parsonage Street,
West Bromwich, B71 4DL**

Available From 8.00 a.m. to 8.00 p.m.

The walk in centre is open daily. You do not require an appointment to attend and see a doctor.

For Dressings please contact the Walk-in Centre prior to arrival to check timings.