

NORVIC FAMILY PRACTICE

Volume 3/ Issue 6. November 2025

NOVEMBER 2025 NEWS

FLU VACCINATION AND COVID BOOSTERS

Influenza is a virus that infects people each year, causing severe illness and sometimes death. The flu vaccination provides the best protection against this unpredictable virus.

You are eligible for a free flu vaccine if you are:

1. Aged 65 years and over
2. Aged 6 months to under 65 years in a clinical risk
3. Pregnant
4. Carers
5. Close contacts of immunosuppressed individuals
6. Frontline workers in a health or social care setting

AUTUMN COVID BOOSTERS

The NHS have confirmed that there will be an Autumn Booster programme for eligible patients in 2023.

Patients aged 65 or over or who have certain long-term conditions will be contacted to invite them to book their COVID Booster

If you would prefer to book an appointment to have a COVID-19 vaccination, please call 119 or visit www.nhs.uk/covid-vaccination

Your Feedback Matters!

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Please send any feedback or topics that you would like to know more about via our Friends and Family Test on our website

We're a Veteran Friendly Practice!

The veteran friendly GP practice accreditation is a programme run by the Royal College of General Practitioners (RCGP) and NHS England to recognise and support practices in delivering the best possible care for patients who have served in the armed forces. Norvic Family Practice is proud to be a veteran friendly practice as we deliver the best care to our veterans. If you are registered with us but unsure if your veteran status is on your record call in to practice and speak to our friendly care coordinators, who can help you get this added.



Armed Forces veteran friendly accredited GP practice

Minor Ailments Scheme

The Minor Ailment Scheme is a service available for patients registered with GP practices in the Black Country.

Local pharmacies are a convenient way to get expert advice for the treatment of common ailments, including:

- Acute Cough
- Acute Fever
- Acute Bacterial Conjunctivitis
- Acute Pain/Earache/Headache/Temperature
- Athletes Foot
- Bites, Stings and Allergies
- Cold Sores
- Cold and Flu
- Constipation
- Cystitis
- Diarrhoea
- Dry Skin (simple eczema)
- Dermatitis/Allergic type Rashes
- Earache
- Ear wax
- Hay Fever
- Heartburn/Indigestion
- Headlice
- Mouth Ulcers and Teething
- Nappy Rash
- Oral Thrush
- Scabies
- Sore Throat
- Sprains and strains
- Sunburn
- Threadworm
- Vaginal Thrush
- Warts and Verrucae

Your consultation will be with a qualified pharmacist in a private room if needed. The pharmacist can supply you with some medicines, where appropriate, and advice without you having to see your GP first

The consultation is free, and if the pharmacist agrees that you need medicine, they will be provided free of charge for people who get free prescriptions.

We hope this service will reduce the number of people seeking treatment via a prescription from their GP or out of hours (OOH) provider, or via a walk-in centre or accident and emergency

Total Triage has landed!

From 1st October, every appointment request at Norvic Family Practice now starts online.

Simply tell us what's happening, and we will guide you to the right care — whether that's a GP, nurse, pharmacist, or a face-to-face chat.

We know this is a big change, and we truly appreciate everyone's patience while we find our new rhythm. The goal is simple: to make things fairer, faster, and easier, and to ensure every query reaches the best person to help.

For patients unable to complete online forms or those with additional needs including our elderly patients, our trained staff can assist in completing the form with you. It is for this reason that we request the phone lines remain free.

PCN PPG EVENT

SATURDAY 6TH DECEMBER 12-2pm

VICTORIA HEALTH CENTRE, 5 SUFFRAGE STREET
SMETHWICK B66 3PZ

EVERYONE WELCOME

HEAR FROM A NORVIC FAMILY PRACTICE GP PARTNER
LEARN ABOUT THE PPG GROUPS AND HELP SHAPE
OUR FUTURE

SHARE YOURFEEDBACK

We would love to hear from
you! Join our Patient
Participation Group today.





The Norvic Patient Participation Group is actively seeking members. Meetings are held virtually on Microsoft Teams, so you can make a huge difference to the local healthcare delivery from the comfort of your home. Email your interest to norvicfamilypractice@nhs.net

Patient satisfaction survey

Appendix A

Q1. How is your overall experience with Norvic Family Practice?

- A)Satisfied B) Exceeds expectations C) Not Satisfied

Q2. Thinking of your most recent symptom, were you offered an appointment with either the GP, Care Practitioner, Nurse, Physio, Mental Health Practitioner, On-site Pharmacy, or an enhanced access appointment (Evening/Weekends)?

- A) Yes, If yes, go to Q6

Q3. If No, were you advised on the following by the Reception Team:

- A) Visit our website for online triage B) Visit your local pharmacy. C)Contact 111 D) Go to Urgent Care Centre or A&E E) None of the above

Q4. Did you follow with the above instructions given from Q3?

- A) Yes B) No

Q5. If no to Q4, please provide a reason below.

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Q6. Are you happy with the service given by Norvic Family Practice?

- A) Yes B) No

Q7. Please provide a reason below

Please return Appendix A to a receptionist or email norvicfamilypractice@nhs.net