

NORVIC FAMILY PRACTICE

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WHAT NOW

Since the last Newsletter, so much has happened around us, chief of this is the easing of lockdown restrictions in July. The Surgery has increased physical access for general queries during this transition. However, consultations remain primarily by telephone with the healthcare staff after which face to face appointments may be arranged based on clinical need.

COVID-19 AND INFLUENZA VACCINATION

The vaccination drive to combat the Covid-19 pandemic has been laudable. We appreciate a good proportion of our population have now been double vaccinated. As the traditional Flu vaccination season is upon us (commencing in October 2021), we are working hard to deliver booster Covid-19 vaccines doses along with the seasonal flu jabs as soon as the Government guidelines permit. To this end we are seeking the consent of patients, especially our most vulnerable, to consent to receiving these vaccines together.

CONSULT US ONLINE

In July we launched an access option via the Practice [website](#). Patients can consult the practice for clinical and administrative purposes without using the telephone and saving you being on hold. Your enquiries are passed on to the relevant member of our staff and you can get on with your day. This guarantees your enquiry comes to us and puts less pressure on the telephones.



LONG TERM CONDITIONS

All our patients with long term conditions such as Diabetes, Hypertension, Asthma and so forth will be contacted based on their month of birth for yearly reviews. We are encouraging all to endeavor to attend these reviews as we work to deliver improved healthcare in our local community.

ONLINE ACCESS

The PPG have put together an excellent guide for setting up your online access. This is available on the PPG page of the [website](#). You can book your appointment with your GP of choice when you have this feature set up.

“We are committed to listening, informing, evolving, educating and adapting in challenging times.” Norvic Family Practice.



To protect you from coronavirus, your GP practice will try to help you remotely and then see you face-to-face if needed.



Follow the advice at [nhs.uk](https://www.nhs.uk). · Contact your GP practice online or by phone to be assessed and receive help. If a face-to-face appointment is clinically necessary, this will be arranged. Measures will be in place to minimise the risk of coronavirus. #HelpUsHelpYou



HEALTHY EXERCISE

Adults should do some type of physical activity every day. Any type of activity is good for you. The more you do the better.

Adults should:

- aim to be physically active every day. Any activity is better than none, and more is better still
- do strengthening activities that work all the major muscles (legs, hips, back, abdomen, chest, shoulders and arms) on at least 2 days a week

- do at least 150 minutes of moderate intensity activity a week or 75 minutes of vigorous intensity activity a week
- reduce time spent sitting or lying down and break up long periods of not moving with some activity.

You can also achieve your weekly activity target with:

[Read more](#)

The Norvic Patient Participation Group is actively seeking members. Meetings are held virtually on Zoom, so you can make a huge difference to the local healthcare delivery from the comfort of your home.

Email your interest to

Norvicppg@gmail.com.

Want more information? [Check here](#)



Testimonials from PPG members:

“Helping to set up the PPG has been a great experience. I have made new friends and had the opportunity to share my views and suggestions. It has been great to get to know the doctors and the surgery staff better and to work together to improve the practice. We have serious conversations but we also have a good time. We hear about the challenges the Practice faces, alongside those that we as patients experience and try to work together to find solutions. We are really keen to extend the group and ask that you come and join the conversation or tell us your views. It is important that people’s voices are heard and here you will see that it is heard and actions are taken to address concerns”

Lisa

“I helped set up the Patient Participation Group after showing interest in the plea from Dr Akhibi, and I am really enjoying the experience. We discuss the many issues and challenges that the practice faces and share our thoughts and ideas as how to improve things for both staff and patients. The results from patient surveys have proved to be very helpful in addressing problems patients face. All concerns have been noted and we are working hard to help improve the experience all patients have with our practice.

I have been a patient at this practice since before I was born! (My mother having received ante natal care here at the time), and I am now enjoying retirement. Obviously, I have seen many

changes in the practice during my years here as a patient and I feel my experiences, together with my thoughts and suggestions, could help pave the way forward for us here.

The group consists of doctors, admin staff and patients, and we are a friendly group. We meet about once every six weeks and meetings last no longer than an hour. Everybody is listened to, and their ideas and suggestions are welcomed. We do have time before meetings to have a chat and get to know people better, which I have really enjoyed. We look forward to welcoming new members, so, if you think that you would like to be part of this, please speak to a member of staff”.

Gill

“Being part of a PPG has been a passion of mine for a while. The Norvic PPG has allowed us to come together and form a group to understand the most important factor in general practice our patient’s needs. We have been working hard to improve the practice and now with the wonderful input and ideas from the members have made massive progress.

The members of PPG are fabulous, full of enthusiasm good ideas, great energy, and a great sense of humour. The meetings are fun enjoyable and productive.

and I feel the bonds we are forming are going to give long lasting friendships and professional relationships.”

Dr Hafsa

Healthwatch Sandwell has an invaluable resource for patients and healthcare staff.

Calling on Carers

Healthwatch Sandwell would like to understand more about the impacts of Covid-19 on carers i.e., those who provide care and support to a family member or friend, in their own homes or elsewhere. We would like to hear from people about their experiences during Covid-19 and gain a picture on what health, care and support services carers may need as society and services start to restore to a “new normal”. Please follow the link below to complete the survey.

[Healthwatch carers survey](#)

Healthwatch Sandwell will also be seeking to gain deeper insight into the experiences and needs of carers through personal interviews and focus groups to be conducted over the summer months.

We have a focus group planned on the 8th of September.

Topic: Healthwatch Sandwell - Caring during Covid-19 - a conversation

Time: Sep 8, 2021 01:00 PM London [Join Zoom Meeting](#)

Meeting ID: 843 9699 2449

NORVIC FAMILY PRACTICE

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