**HAWKESLEY MEDICAL PRACTICE**

 **Summer NEWSLETTER 2023**

Welcome to our summer addition newsletter.

**ONLINE PATIENT ACCESS**

You can now register for patient access, if you download the NHS app you will need to bring photo ID and your current email address. With the app you are able to see and book appointments, order your medication via the app which is quicker and more convenient.

**BSOL APP** The Birmingham and Solihull app is no longer in use, please delete this app and download the NHS App.

**DID NOT ATTEND**

Between the months of April to June we had **241** patient’s DNA.

We understand how frustrating it is when a patient is unable to book an appointment, we also get frustrated when patients don’t turn up for an appointment. Remember if you can’t attend your arranged appointment please contact the practice to cancel. DON’T BE A DNA!!

**COMMUNITY PHARMACY SERVICES**

As a practice we work in close conjunction with our local pharmacies and will refer patients with certain problems to the pharmacy. These problems include: Acne, Allergic reactions, Athletes foot, Coughs, Cold/flu, Earache/wax of discharge, Hair loss, Headaches, Vomiting, Eye problems -Watery/irritable, Skin rash, Sleep problems and Uti infections among other things. There may be times when you call the surgery for a GP appointment but have been referred to the pharmacy, this is the reason for this. If the pharmacy can’t deal with your problem they will refer you back to us, and we will contact you with the appropriate course of action.

**PATIENT PARTICIPATION GROUP (PPG)**

As a practice we would like to invite our patients to our PPG meeting.

These meetings take place regularly and it gives our patients the opportunity to visit the practice and voice your views and ideas.

Our next meeting will be held on 13.9.23 at 13.30-2.30 all welcome hope to see you there and share some ideas you may have. We now have a PPG display board in our foyer where we display ideas and suggestions and dates of the next meeting.

**STAY SAFE IN THE SUN**

The warmer weather has now arrived!!! along with the sunshine the summer also brings higher pollen levels, hayfever, sunburn and dehydration. Please remember that your local pharmacy can advise you on hayfever medication, sunscreen preparations and advice on sunburn.

**SUN SAFETY TIPS**

1: Spend time in the shade between 11am and 3pm.

2: Cover up with suitable clothing and don’t forget sunglasses.

3: Use at least factor 30 sunscreen apply and reapply

4: Take extra care with children

**THE PRESCRIPTION ORDERING DEPARTMENT (THE POD)**

As our patients are aware the practice does not take medication request over the phone, to order your medication please call the POD on 01213680019 make sure you order your medication before you run out of medication as request can take up to 72 hours.

**BANK HOLIDAYS**

Just a reminder of upcoming bank holiday dates when the practice will be closed.

: August 28th 2023

**PLEASE REMEMBER TO ORDER YOUR MEDICATION TO COVER YOU OVER THE BANK HOLIDAYS.**

**OUR CONTACT DETAILS AND OPENING HOURS**

Our contact number is 01214864200

 Our email address is hawkesleymedical.practice@nhs.net

Monday 8.30 - 6.30

Tuesday 8.30 - 6.30

Wednesday 8.30 - 6.30

Thursday 8.30 - 4.30

Friday 8.30 – 6.30

Saturday – Closed

Sunday – Closed

Bank holidays - Closed

Our phone lines open at 8.30 every day, they do close daily between

13.00 - 15.00

Our doors open at 9.00 every day.

**WHEN THE SURGERY IS CLOSED**

When our surgery is closed you can access another service.

Katie road walk in centre 01214152095 7 days a week 8-8

NHS 111- 7 days a week 24 hours a day

Your nearest A&E is The Queen Elizabeth Hospital 24hours a day