



Practice News

We would like to start this newsletter by wishing happy New Year to everyone.

With the start of a new year Alcester Health Centre finds itself with many new beginnings! So we felt it would be useful to keep you updated with some of the changes that are happening, to benefit our patients.

We will be implementing a new software called 'eConsult'. This will be live from the end of January 2022. This software is an alternative method to telephoning the surgery (for routine health and administrative queries). We envisage this will help our patients access our services with ease!

'eConsult' will be accessible via our website!

Additionally, a new telephone system shall be implemented in Spring 2022, which be more efficient and help the Reception Team to process calls faster.

The surgery has also welcomed new members of staff to our team!

- To improve our service, we have expanded our Reception Team. The receptionists are currently in the process of training.
- Additionally, we have a new Salaried GP joining the Alcester Health Centre Team, Dr W. Hardy.
- To complement our clinical team we have also welcomed a Treatment Room Nurse, Jennifer Murray.

All these new staff will be working alongside the existing team to ensure we offer an excellent service to our patients.

Did you know....

You don't have to call our reception team to access a range of services?

On our website you can:

- Order repeat prescriptions
- Cancel appointments
- Change your personal details
- Tell us if you are a carer
- Complete a range of forms (such as Travel Questionnaires for Travel Immunisations, self-refer to the midwife etc)

Visit our website at

<https://www.alcesterhealthcentre.co.uk/>

Covid-19 Booster Vaccinations

All adults are now eligible to book a Covid-19 Booster Vaccination!

The booster helps give you longer-term protection against getting seriously ill from COVID-19.

Book online via nhs.uk/CovidVaccination or go to a walk-in vaccination site

Covid-19 and our Face Mask Policy

Thank you for your continued respect to our policy, for Face Masks to be worn on the surgery premises.

We continue to ask our patients to help us with this, to continue to keep other patients and our staff safe.

Prescription Ordering

As you may know our policy on Repeat Prescription Ordering has changed from January 2022.

We no longer accept repeat prescription orders over the telephone (however, we will be flexible for extenuating circumstances).

Therefore, from a perspective of patient safety we now ask you order repeat prescriptions in writing.

You can order repeat prescriptions in many different ways:

- Patient Online Access/ NHS App
- Written Note
- Alcester Health Centre Website
- Or via Email - alcester.healthcentre1@nhs.net

Appointment Triage

To keep our patients and staff safe appointments are being triaged by our reception team.

Dr Wallis has requested our reception team ask you for the reason for the appointment when booking. Triage helps reception direct you to the right appointment that you need, with the right clinician at the right time.

Reception may offer you different types of appointment. Such as:

- Telephone call
- Face to face appointment
- Video consultations

Are you eligible for the Shingles Vaccination?

If you are aged between 70 and 79 you are eligible for the shingles vaccination.

If you are eligible you can have the vaccination any time of year.

If you would like to book in for your vaccination please call to book an appointment with the nurse.

Join Alcester Health Centre Patient Participation Group (PPG)

The PPG aims to be the voice of the patient in the practice. Working constructively and positively to help identify solutions and work in partnership with the practice.

If you would be interested in joining the PPG please complete the form on the Practice Website

Keep Updated with Surgery News

Like and follow our Facebook Page to stay up-to-date with surgery news!

@AlcesterHealth



The page is frequently updated with useful surgery information.

NHS 111

If you need medical advice when the GP surgery or the pharmacy is closed, call: 111 or go to 111.nhs.uk



**when it's less
urgent than 999**

Have you got the NHS App?

Wherever you are, the NHS app allows you to book, cancel and track appointments at your GP surgery with ease.

You can conveniently order repeat prescriptions, view your GP medical record, and quickly check symptoms, plus access to NHS 111 online means no more wondering if you need urgent attention. It's free and owned by the NHS so you know your personal data is always secure. You can find it in Google and Apple app stores. Simplify your life. Download the NHS App!