

Russell House Surgery NEWSletter

February
2022

The PPG is critical to the provision of modern, high-quality general practice by supporting the relationship between patients and the Practice.

We are moving



to



01902 842488

Our telephone
number will stay
the same



Business Hub
Wolverhampton Road,
Codsall, WV8 1PE

WHY ARE WE MOVING?

The population of Codsall is growing and it has been obvious for some time that our current building is no longer fit for purpose. As well as the difficulties it presents for patients and staff, it does not have the required space to allow us to provide the range of services we really want to deliver. Also, we have an aspiration to become a training practice and achieving this will need larger premises with more clinical space.

THE NEW PURPOSE-DESIGNED PREMISES WILL...

- ▶ **Double the number of our clinical rooms** from 5 to 10 (8 consultation rooms and 2 treatment rooms).
- ▶ **Enable us to offer more face-to-face appointments** - (currently at least 2 of our clinics each week, 15 appointments per clinic, have to be by telephone because we do not have a clinical room for our Doctors to work from.)
- ▶ **Give better access for disabled patients** with our new premises meeting current DDA regulations and a section of the reception desk at wheelchair height.
- ▶ **Provide room availability for other future services** such as **First Contact Physios** and **Clinic Pharmacists**
- ▶ **Create a separate office for all incoming calls**, to provide better confidentiality for patients, instead of them being taken at reception.
- ▶ **Provide a private room for patients to have conversations with reception staff** away from the reception desk if it is requested / required.
- ▶ **Support our aspiration to become a training practice** by providing rooms for GP registrars, allowing us to develop doctors who then may want to stay and work in Staffordshire, where there is an acknowledged recruitment issue with general practitioners and nurses.
- ▶ **Give increased security** with CCTV and secure lockable rooms.

FAQ

WILL IT STILL BE CALLED RUSSELL HOUSE SURGERY?

Yes – We wish to keep our identity as Russell House Surgery so patients know it's still us.

IS THERE A BUS SERVICE?

Yes – there is a bus service from Codsall Village and Wolverhampton with a bus stop directly outside the Community Hub.

WHAT ABOUT PARKING?

Our patients will be able to park anywhere on the Hub car park which now has 333 spaces in total, 10 of which have electric car charge points.

There will also be 14 disabled parking spaces at the rear entrance which is the one closest to the entrance of the new surgery premises.

WILL DISABLED ACCESS BE BETTER?

Yes – there will be easy access for patients in wheel chairs because the surgery is on one ground floor level. There will also be a wheelchair height section of the reception desk and the new purpose designed premises will be fully compliant with current DDA regulations.

Codsall Community Hub has been refurbished and adheres to the latest building regulation specifications regarding accessibility. This includes delineating differences around doorways, manifestations on glazing, improved lighting and new floor coverings.

WILL YOU HAVE FACILITIES FOR CHILDREN?

There will be a children's corner in the waiting room with a play table and small children's chairs. There will also be a children's area in the lobby of the community hub outside the entrance of the new surgery with children's chairs and books provided by the library, changed on a daily basis.

FREQUENTLY ASKED QUESTIONS

These questions have been gathered by the Patient Participation Group from issues commonly raised by patients and put to the Practice Manager.

WILL THERE BE MORE FACE TO FACE APPOINTMENTS?

Yes there will because of the extra clinical space (subject to Government Covid Guidelines). **Sadly, over 50 appointments each month are lost when patients book an appointment but fail to turn up.**

WILL RECEPTIONISTS BE MORE VISIBLE?

The reception desk will feel much larger and more open but, for reasons of infection prevention and security, the receptionists will be behind a large window.



WILL PATIENT PRIVACY AT RECEPTION BE BETTER?

Yes – incoming calls from patients will not be taken at the reception desk and there will be a private room for patients to have conversations with staff away from the reception desk if it is requested or required.

WILL PATIENTS HAVE ACCESS TO OTHER FACILITIES IN THE COMMUNITY HUB?

Yes – all of the public facilities in the community hub will be available to Russell House patients. These include the library, café, free chilled water dispenser in the cafe, public toilets with baby changing facilities and changing places with hoist, covered bike shelter and dog tether point.

(More details on the back page)

Julia Shenton
Practice Manager

Pharmacy services following the surgery relocation

There's no need to worry about your prescriptions following the surgery move, you can continue to use your nominated pharmacy in the same way that you do now.

You have the same choices to consider for fulfilling your prescription:-



If you are given a one - off prescription by the GP, you can ask to have it sent directly to your nominated pharmacy **or** ask for a paper prescription which you can then use at any pharmacy. For example – if you receive a paper prescription from the new surgery you can then immediately have it fulfilled at Birches Bridge Pharmacy or any other pharmacy of your choice, *it does not need to be your nominated pharmacy.*

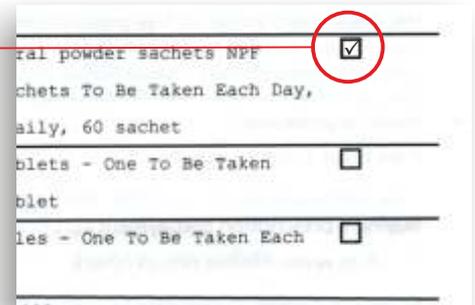
You may change your nominated pharmacy by informing both the pharmacy you wish to move to and informing Russell House Surgery. You may need your NHS Number to do this.



Repeat prescriptions

Your regular prescriptions will continue to be ready for you at your nominated pharmacy on the date given on your package of medication. **The options for repeat prescriptions are the same as usual:-**

- ▶ **When you pick up your regular medication, TICK the box on the prescription form for your medicine requirements and give it to the pharmacist**
- ▶ **Order online using NHS App or Patient Access for repeat Prescriptions**
- ▶ **Email to russell.house@nhs.net giving your name, DOB and listing the medication you need to order**
- ▶ **Bring your prescription slip or handwritten note into the surgery and put in the prescription box by the front door**



Lloyds Pharmacy in Codsall village will continue to be in contact with Russell House surgery as they have always done to sort out any problems for nominated patients. If you use the delivery systems such as the payment system to Lloyds or Lloyds Echo free delivery system by Royal Mail they will continue as usual. The opening hours of Lloyds in Codsall and at Birches Bridge are unchanged.

On average, more than 50 patients each month are denied an appointment by 'no-shows'

We are aware of the difficulties some patients are experiencing in getting appointments. This is largely due to the surge in demand for GP appointments that Practices are seeing nationally. Patient care is our top priority and we want to be able to book patients an appointment when they really need it.

We are working extremely hard to try to improve patient access to appointments so we can't understand why some patients are booking appointments and then not bothering to turn up. This denies an appointment to another patient who may really need it.

REMEMBER TO



81 appointments were lost this way in September and 61 lost in October.

Please, if you find that you don't need your appointment, tell us so that we can give it to someone else!

What else is here?

There are a number of services available at the new Community hub where you can meet others and make new friends.



The New Codsall Community Nursery offering education and childcare for 33 children aged 0-5 years, opening in January 2022

Restaurant and coffee shop providing breakfast and lunch (Monday – Friday, Times to be confirmed) A great place to meet friends. *Opening early 2022.*



The new Library



Open – Monday, Thursday & Friday 9-5pm, Tuesday 12.30 – 8pm, Saturday 9.30 – 4pm (Wednesday- Closed all day)



An inspiring space with: -

- ▶ Free access to books of all types including Audio/BorrowBox loan on-line/Libby for Magazines on-line
- ▶ Free Order and Collect service
- ▶ Free access to computers for online resources
- ▶ Bright and colourful children's book section in a playful space
- ▶ Baby Bounce and Rhyme

There will be new toilet facilities including a changing area, a toilet for people with disabilities including a hoist.

Keep up to date with Russell House on social media



If you click 'like'  on our page, new items will appear on your Facebook feed when we post them.

Russell House Surgery@codsalldoctors

Please do not use social media as a way of contacting the surgery or discussing your or another person's personal or medical information.



Follow Us On
Twitter