



Patient Participation Group

The PPG is a group of patients who work with the practice to be a voice for the patients. Among other things we have been involved in developing the practice booklet, getting the information screen in the waiting room, advocating the benefits of a texting service and promoting the choose well and be self-care aware schemes.

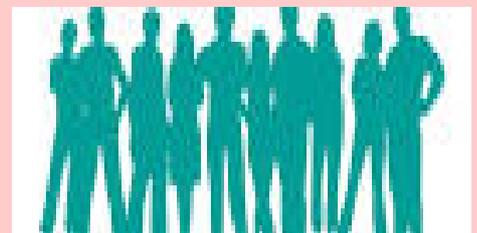


We want to represent all patients here at Wetmore Road not just a few. There are 2 ways you can get involved – if you have the time and energy why not become a member? We meet for 2 hours every 2 months. If you are interested you are welcome to come and observe a meeting before you commit to joining the group. If that isn't for you we still want to hear from you. We can only work on issues we are aware of – if you have ideas of how to make the practice better, a query about how something is done or would like to give feedback about something, you can drop a note in our message box (it's on the windowsill in the waiting room) or email us wetmoreppg@outlook.com We'd love to hear from you!

When you visit the practice take a minute to read our notice board – we try and share what we have been doing in response to your comments.

Staff Changes

Dr Anita Clarke will be leaving us at the end of March to take up a position closer to home. Dr Clarke has been with us for 2 and a half years and we will be sad to see her leave.



On a more positive note, Dr Karen Slack will be joining us from another local surgery from the start of April. Dr Slack will be working 4 full days a week, allowing us to increase the number of doctors' appointments that we offer.

We also have a few new receptionists, Kerry Dukes will be joining us shortly and we also now have our first apprentice, Tayla Keable, who some of you will have already seen on our front desk. They are both great additions to the team.

Nurse News

Gill Boast has retired from her Lead Nurse role at Wetmore Road at the end of February. She will continue to work as Professional Lead for Practice Nurses in East Staffordshire and to be the facilitator for nurses new to the role. Gill will work at Wetmore on an as and when basis and will continue to support student nurses and also our new nurse into her role.

Liz Griffin will be taking over the Nurse lead role from the 1st March and will work with Gill to ensure a smooth transition.

We are delighted to announce that Marcela Git will commence as a Junior Practice Nurse from February and will be undertaking the Fundamentals of General Practice Nursing course throughout her first year with us. Marcie is a wonderful addition to the team as she was the winner of the General Practice Nurse Student of 2016. We are very lucky she decided to join our team.

For Most it is close

We are continuing our 'For Most It's Close' campaign to remind East Staffordshire residents that there are often occasions when pharmacists can help them with advice and care, rather than needing a visit to their GPs or A&E.

This message has gone out via social media and car park ticket advertising, as well as through leaflet distribution. Please be aware that some minor conditions can just as easily be dealt with by the Pharmacist in which case you don't need to wait for a GP appointment.



WHY DOCTORS RUN LATE

We are fully aware that on some occasions our GP's run late and this means patients are kept waiting longer than they should be. It does appear to be happening more frequently recently and this is due to a number of factors.

Patients are now coming to see their GP with more complicated problems than they did, even 5 years ago. Whereas patients would have been seen in hospital for those conditions, they are now being requested to discuss these issues with the GP. This all takes time and we are finding that patients can also have more than one issue to discuss because of their complicated and sometimes multiple conditions. We are also being asked to look at social issues as well which can take longer to sort out following the withdrawal of some services.

Sometimes we are also dealing with emergency situations and have to stay with our patient while we wait for an ambulance to take them to hospital. We know you are waiting and are sorry for the delay but we always try to give each patient the time they need. We would love to be able to make our appointments longer but there just aren't enough hours in the day.

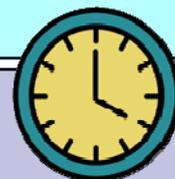
Holiday Vaccinations

If you are travelling abroad for your holidays this year, please remember to ensure that you have any necessary vaccinations for the country you are visiting.



If you are unsure whether you need any, you can speak to reception, who will fill in a form for you and make you an appointment to see a nurse, if necessary.

We strongly recommend that you call **at least 6 weeks before you are due to travel**, as you may need a course of injections over a period of a few weeks (though not in all cases).



Monday - Friday
8.00am-6.00pm

Closed Thursday lunchtime from 12:30 pm until 1:30 pm, plus one afternoon per month for staff training.

Speaking to a Doctor

If you wish to speak to any of the doctors then the best time to contact them is between 11.00 am and 12.00 pm each weekday.

Contact Details:

The Surgery
12 Wetmore Road
Burton-on-Trent
DE14 1SL
Tel: 01283 564848
Fax: 01283 569416

Web-address: www.wetmoreroadsurgery.co.uk