



## Swanswell Medical Centre Practice Newsletter

### The Doctors

#### Dr Sheldon Steele (Partner)

Professional interests include musculoskeletal medicine, minor surgery, contraception and occupational health

#### Dr Spencer James (Partner)

Professional interests include sports medicine, anticoagulation and drug misuse

#### Dr Navjeet Mangat (Partner)

Professional interests include musculoskeletal medicine, minor surgery and palliative care.

### Trainee Doctors

#### Dr Matthew Bell (Trainee)

#### Dr Matthew Landells (Trainee)

### Practice Nurses and Healthcare Assistant

#### Purcelle Davidson – Advanced Nurse Practitioner

#### Claire Morton – Senior Practice Nurse

#### Greta O’Neill – Practice Nurse

#### Ranjit Dhillon – Healthcare Assistant

## Flu Season

If you are over 65, a carer, pregnant, or in a risk group, then please book an appointment for your free flu vaccination. We can squeeze flu appointments into most of our clinical sessions. It only takes two minutes, and could prevent you and those close to you from catching this potentially life threatening illness.

**Flu can progress into conditions like pneumonia, or worsen other chronic issues like chronic obstructive pulmonary disease (COPD) and congestive heart failure, which can quickly become life-threatening.**

**Flu can directly lead to death when the virus triggers severe inflammation in the lungs. When this happens, it can cause rapid respiratory failure because your lungs can't transport enough oxygen into the rest of your body.**

**The flu can also cause your brain, heart, or muscles to become inflamed. This can lead to sepsis, an emergency condition that can be fatal if not immediately treated.**

**If you develop a secondary infection while you have the flu, that can also cause your organs to fail. The bacteria from that infection can get into your bloodstream and cause sepsis, as well.**



## Over the counter medicines

In line with new NHS guidelines, we will no longer issue prescriptions for items that may be brought over the counter at pharmacies or supermarkets. Patients with chronic long term illnesses may still receive prescriptions for these items. You can find more information on our Practice website, or ask at Reception for an information leaflet.



## Phlebotomy

Did you know that you can have your blood tests done at the Practice? We run dedicated clinics on Monday afternoons until 5:45pm, and on Tuesday mornings from 8.30am. Appointments are often available at short notice outside of these times.

## Physiotherapy

Did you know that you can self-refer to a physiotherapist for back pain? Most back pain will heal itself within two weeks, and does not require a visit to your doctor. To arrange to see a physiotherapist call 0121 466 6540, Monday to Friday 8am-4pm. Please let them know if you require an interpreter.





## Missed Appointments

Missed GP appointments cost the NHS £162million a year. At Swanswell Medical Centre we take this abuse of service very seriously. If you consistently fail to attend appointments booked at the Practice, we may remove you from our list, and you will have to register with a new GP surgery.

## Measles, Mumps and Rubella

Measles, Mumps and Rubella can cause lifelong ill effects, and are entirely avoidable. If you are unsure whether you have been fully immunised, please enquire at the Practice and a Practice Nurse will review your medical record.

## Online Access

Did you know that you can pre-book appointments if you book them online? You can do this on a computer, or on your mobile phone. You can also use the online service to order your repeat prescriptions and view your medical record. Please ask at Reception for a registration form.



## Extended Access

You are now able to book appointments to see a doctor or nurse outside of normal surgery opening hours. Your local Extended Access Hub is based at Hall Green Health Centre. Appointments will be available between 6:30pm and 8pm Monday to Friday; 9am to 1pm Saturdays; and 10am to 2pm Sundays. **Please note – this is not a walk in service – you must pre-book your appointment via our Receptionists.**

## Out of Hours Services when the Practice is Closed:

**Call the surgery on 0121 706 5676, and listen to the recorded message directing you to contact either BADGER, our out of hours service provider, or NHS 111.** When you telephone Badger or 111, you will be asked for the patient's name, address and the reason for your call. A doctor, nurse, or highly trained adviser will review your details and decide on the best way to treat you.

**For less urgent medical care – don't forget your local pharmacies.** Our local late night and Sunday pharmacies are:

Lloyds Pharmacy, 1533 Stratford Rd

Hall Green Pharmacy, 1096 Stratford Rd.

More pharmacies can be found online at [www.nhs.uk](http://www.nhs.uk)

**For a dental emergency, contact your dentist.** If you do not have a dentist, call 0800 014 1538 (evenings and weekends). Local dentists can be found online at [www.nhs.uk](http://www.nhs.uk).

**NHS 111** - You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

**Solihull Walk in Centre** is now located inside Solihull Hospital alongside the Minor Injuries Unit. Please use this service for minor illnesses and injuries that are not suitable for A&E.

Open 8am to 8pm, 7 days a week. Telephone: 0121 709 7711.