



# DUNCAN STREET PRIMARY CARE CENTRE

Summer/Autumn 2023

## Welcome to our Summer/Autumn Edition newsletter!

*Here at Duncan Street Surgery we are always striving to find ways to help improve our services to you the patients. Feedback is always important, which is why we welcome your thoughts and comments regarding the surgery and the service you receive. You may have noticed that once you have attended for an appointment you will receive a text message asking for feedback.*

*This feedback helps to improve how we work as a practice.*



## Interpreters for appointments

We no longer have an in-house interpreter present in the surgery. If you require an interpreter during your consultation then please try to ensure you bring someone to translate for you as it may not be possible to safely complete the consultation if there is a language barrier and you may be asked to rebook.



## New Pregnancies

If you have recently become pregnant and are wishing to continue with the pregnancy you must now self-refer. You can self-refer by scanning the QR Code displayed in the reception area or you can ask for a pregnancy self-referral card at the reception desk.



## Flu Season

The Flu Season Vaccination program will begin September/October. Full details of clinics will be advertised once dates are finalized and patients will be contacted in due course.



## Patient Participation Group

Our patient participation group is a chance to voice your ideas and opinions on certain issues surrounding the surgery. Anyone is free to join the group and new members are always welcome. Our PPG chair is Mr. Vikas Chopra.

If you would like any more information regarding the PPG then please do not hesitate to get in contact. You can either send an email to the surgery:

**[bcicb.duncanstreet@nhs.net](mailto:bcicb.duncanstreet@nhs.net)**

Or Telephone: **01902 459076**

**acorns**

Your local children's hospice

## Charity Fundraiser

Here at the surgery we have been raising money for the Acorns Children's Hospice and so far, have raised over £700.

We held a charity fundraiser day on Saturday 19<sup>th</sup> August and would like to thank everyone who got involved and helped raise some money.

# Missed Appointments

If you fail to attend x2 consecutive appointments without notifying the surgery to either cancel or amend your appointment then you will be sent a warning letter through the post. If you fail to attend a third appointment after you have received your warning letter then you will be removed from the practice list and you will have to register with another doctor's surgery.

# NHS Complaints Advocacy Service

If you are unhappy with the care and treatment of an NHS service you can make a complaint. Our NHS Complaints Advocates can help you to do this. Our NHS Complaints Advocacy Service is:

- Free • Independent • Confidential

An NHS Complaints Advocate will:

- Listen to your concerns support you to make a complaint about care and treatment provided or funded by the NHS
- Answer any questions about the complaints procedure and explain your options,
- Provide information and self-help tools,
- Work with you and provide you with as much or as little support as you need
- Signpost you to other local support services.

An NHS Complaints Advocate cannot help with legal matters or compensation claims.

### Contact Us:

Email - [nhscomplaints@pohwer.net](mailto:nhscomplaints@pohwer.net)

**Telephone** - 0300 456 2370 (charged at local rate)

**Text** - send the word 'pohwer' with your name and number to 81025

**Post** - PO Box 17943, Birmingham, B9 9PB

**Website** - [www.pohwer.net](http://www.pohwer.net)



# Prescription Queries

If you are chasing up a prescription which you have ordered then please contact the chemist directly first to find out if they have received the completed prescription or to see if there is an issue with the prescription. If the chemist advises you to contact the surgery then please call the surgery number and select option 2. Please note all prescription queries will be dealt with after 11am, so please do not try to call the prescription help line before this time.

# New Patient Checks

We are now able to offer self-book appointments for new patient checks. If you are a new patient registering at the surgery and are eligible for the service then you will be sent a text message with a link to book your new patient check online. Please note you will not be fully registered until you have completed a new patient check with one of the clinicians.



# Reception TV

There is a television in the reception area displaying information for all patients. Please take a moment to stop and watch the information as there is useful and helpful guidance for patients, which is constantly updated and kept relevant.