

Arden Medical Centre



Downing Close, Station Road, Knowle, Solihull, B93 0QA

Surgery Newsletter

Jun 2024

ISSUE 7

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FACE TO FACE PHYSIOTHERAPY APPOINTMENTS AT HAMPTON SURGERY

We have access to face-to-face Physiotherapy appointments with Rhona based at Hampton Surgery, Fentham Hall, Marsh Lane, Hampton in Arden, B92 0AH. Call reception to book in or for more information.

PHARMACY FIRST

We are participating in a new approach to improve access for patients to GP appointments. Patients will see the right healthcare professional for their needs, which may be a Pharmacist. This will help us to free up GP appointments for people with more complex health needs. We will now signpost patients to the local chemist. For example, issues they can cover are UTI's (female only 16-64 years), Impetigo, Infected insect bites, Sore throat (over 5 years old).

MEDICATION REVIEWS: PHARMACIST

Our in-house pharmacist, Priya, will be available for any medication queries. Telephone call backs will be available on Wednesday and Thursday. Examples of queries: medication side effects, how it works, supply issues and dosage questions. Speak to the receptionist to book in.

COMMUNITY URGENT EYECARE SERVICES

For any Urgent minor eye ailments you may be referred to Community Urgent Eyecare Service (CUES). They provide urgent assessment, treatment or referral for acute symptoms, for example: Redness, Swelling, Pain/irritation, Watery or Blurry vision. They contact you within 2 hours, offering a phone/video/face to face consultation. Ask reception to signpost you.

STAFF UPDATE

We are sad to announce the departure of our Administrator, Hardeep. We thank her for the hard work and attention to detail she has provided for patients. We wish her the best of luck for her future in a new field!

OUT OF HOURS APPOINTMENTS

Patients can continue to benefit from our extended GP access service, with appointments available weekday evenings between 18:00 —20:00 and Saturdays between the hours of 9:00 — 17:00.

Our in person appointments are held at our PCN hubs: Dorridge Surgery or Balsall Common Medical Centre

Please call reception to enquire or to book.

SURGERY OPENING HOURS

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|-------|---------------------------|
| MON | 8:30-12:30 13:30-18:00 |
| TUES | 8:30-12:30 13:30-18:00 |
| WED | 8:30-12:30 |
| THURS | 8:30-12:30 13:30-18:00 |
| FRI | 8:30-12:30 13:30-18:30 |



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