



PPG Winter Newsletter

Flu Saturday a great success!

We are delighted to announce an excellent response to our "Flu Saturday". Attendance was better than ever and our raffle provided more funds to help purchase additional clinical equipment for the practice.

We raised £227.30 from the raffle & refreshments provided on the day.

Congratulations to our winners Mrs & Mrs Delderfield & Mr & Mrs Ransom.

On Flu Saturday we carried out:-

- ✓ 248 flu vaccinations
- ✓ 11 pneumococcal vaccinations
- ✓ 16 shingle vaccinations
- ✓ 104 Patient surveys completed

Thank you to everyone for their contribution to making Flu Saturday a great success.

Flu & other vaccines are still available

Pneumococcal - Offered as a single vaccination to any patient aged 65 years & over.

Shingles - Offered as a single vaccination to some patients between 70-80 years of age. Please call reception to check your eligibility.

Solihull 'Walk-in Centre' closure

For the past 7 years, Solihull Hospital has run a 'Walk-in Centre' on its site. This centre has now closed to make way for the new 'Urgent Care Centre'. This centre is situated alongside the Minor Injuries Unit inside the Hospital. The Urgent Care Centre offers **urgent** (not routine) care 7 days a week (8am – 8pm). More information can be found at <http://solihullccg.nhs.uk/publications/walk-in-centre>.



Weight management support

Here at Arden we offer support and advice on weight management. One patient (Mrs. McEwan) has offered to share her story:



"I decided to go on a weight management programme after seeing my twin sister lose weight. I thought if she can do it, so can I."

"I started on Feb 19th 2016 & I have since lost 3 stone through healthy eating. I take tips from my sister & Anna (Healthcare Assistant at Arden Medical Centre) and I am amazed at how much I can eat & still lose weight – it's just about eating the right kind of food. I would definitely recommend a weight management programme "

What help is available?

- In house weight management support from our Healthcare Assistant (Anna)
- Solihull Active – A local campaign which aims to promote participation in sport and physical activity in the Borough of Solihull. There are a wide range of opportunities in Solihull that can help you be more active.

<http://www.solihullactive.co.uk/homepage>

Welcome to our new team members

We welcome Dr Asante to the Arden Team. He is a new Doctor (Foundation Year 2) with us until December 2016. Dr Asante was born and raised in London. His family come from Ghana, West Africa. He studied Medicine at University College London and graduated in July 2015 with an MBBS, as well as a BSc in Physiology and Pharmacology. Dr Asante's interests include Rugby and stand-up comedy.

When Dr Asante leaves the practice, Dr Sarah McCabe (Foundation Year 2) joins us until March 2017. She studied Medicine at Birmingham University.



Arden Medical Centre

Dedicated to providing a comprehensive, caring and patient-centred service

Practice Nurse Rose's life changing volunteer work in East Africa!



In November Rose is due to visit Kenya as part of a medical team. They work with CAMPS international & provide a Healthcare Outreach programme. This provides vital support to communities by bringing a free, basic healthcare service to their doorstep. To date this initiative has helped over 15,000 people

More information can be found at <http://campsinternational.com/>

Saturday Morning Opening

Arden Medical Centre is open some Saturday mornings from 9am until noon
(for pre-booked appointments only). Please ask reception for details.

PPG area meeting link

For more information about Arden's Patient Participation Group (PPG) and the meetings they attend, please follow the link below.

<http://www.ardenmedicalcentre.co.uk/About-Us/Patient-Participation-Group>



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[Online Services for Patients](#)

Arden offers a range of services online (via www.ardenmedicalcentre.co.uk):

- Booking of some GP appointments (up to 7 days in advance)
- Cancelling of appointments
- Requesting repeat prescriptions
- Informing us of a change of address / updating your contact details
- Viewing your summary care record (medication / allergies / sensitivities)
- Viewing some of your medical records (read-coded information)

If you are not already registered for this service, please contact Reception. A form will need to be completed (available on our website) [& proof of ID is required.](#)

[Text messaging](#)

We now send text messages for the following services:

- Appointment booking
- Appointment reminders (24 hours before appointment)
- Vaccination invitations (flu, pneumococcal, shingles)
- Collection of some paperwork

If you wish to sign up for text messaging, please ensure we have your mobile number.

[Communication needs](#)

We are always looking to improve how we communicate with patients. We want to ensure that all patients can understand the different types of information that is given to them. If you have any communication needs, please let the practice know

[Emailing newsletter](#)

We have started to e-mail this newsletter to patients with a valid e-mail address. Please let reception have your e-mail details if you wish to join our mailing list.