

## **PARK SIDE MEDICAL PRACTICE**

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### **Patient Participation Group**

Dear Member

Thank you for your continued support.

Although restrictions are slowly lifting there are no plans in place for us to meet face to face at the moment. We are hoping that by the end of the year it will be safe to do so.

There have been some changes at the practice and we wanted to keep you updated.

- Samantha Evans has left us to move onto a much bigger practice in Birmingham. We have a new Practice Manager called Kerry Haldron who is also very nice and is bringing new ideas to the team to help improve our services.
- Minor surgery started with steroid injections and now includes minor operations for cysts, lumps, bumps etc. This has been popular and proved very convenient for our patients. Patients need to be referred by the GP for this service.
- Ultrasounds are now available within the Park View Centre (subject to criteria). These must be booked via the GP.
- We have been offering first, second and booster vaccinations to patients over 18 to aid the national vaccination programme.
- More face to face appointments have been made available to patients with a negative lateral flow test. We continue to support COVID positive patients by directing them to community specialist services where necessary.
- Despite a national shortage of blood collection bottles we have continued to operate as normal and offered extra clinics when necessary.
- We have supported patients in obtaining access to online services in particular COVID passports.
- Ellie has completed her apprenticeship and is now a full time member of staff.

- During COVID we were accepting prescription requests over the telephone. We are now only doing this for the housebound and elderly. This decision was made as restrictions lifted as the phone lines were being clogged with requests and other patients were on hold for a significant amount of time.

I hope you find this update helpful and we look forward to seeing you face to face in the near future.

Parkside Medical Practice.