

# DORRIDGE SURGERY



PATIENT REFERENCE GROUP

FOR YOUR INFORMATION

No.2 December 2016

Hi Everyone,

Welcome to those who have registered since the first issue, we now number one hundred and thirty six!

As ever, there is a desire to increase the membership of this group, so if you could forward this set of information to any of your friends, contacts etc., who are registered at the Surgery, that would be great.

Ideally asking them to register on the website [www.dorridgesurgery.co.uk](http://www.dorridgesurgery.co.uk) via the blue button on the left hand nav. Bar.

Meanwhile.....

Up to date information is awaited on the Sustainability Transformation Plan involving **Birmingham Cross City, Birmingham Central/South and Solihull Clinical Commissioning Groups** who are coming together under the **BSol Health Care Board**. As soon as information is to hand it will be circulated.

Meanwhile.....

Your help is needed.



## SOLIHULL HOSPITAL - URGENT CARE CENTRE

It is just over a month since the re-location of the Walk in Centre and it's integration with the other Urgent Care facilities at the Hospital, it would be good to know of any patients experiences with the changes that have taken place.

For those who are not too sure of the facilities available, a resume` is given below:

## FIRSTLY



There have been changes to the NHS 111 service offering more solutions to patients needs, with the ability to make appointments in the **Booked Primary Care** Service at Solihull Hospital, as well as directing to other facilities within the Borough.

**There is now a shared reception area, from which you will be guided to the appropriate facility.**

## URGENT PRIMARY CARE

The **Urgent Primary Care** service will provide an urgent 'see and treat' service for patients with minor illnesses. This service will be for patients without a prior booked appointment. Patients will need to report to the **Urgent Primary Care** reception located next to the existing Minor Injuries Unit. This in effect is the equivalent to the previous Walk in Centre

## BOOKED PRIMARY CARE

The **Booked Primary Care** service will be for patients who have had an appointment booked for them, either via 111, their GP out-of-hours service or in some instances at the Urgent Primary Care service. **Booked Primary Care** will only see patients who have a prior appointment. For those patients being referred from the Urgent Primary Care service, signage will be in place to direct patients to the **Booked Primary Care reception**.

For those patients who have been referred by 111 or their GP out-of-hours service, they will access this reception area from the **north entrance of Solihull Hospital**, located to the left hand side of the hospital, **opposite the visitors' car park**. Signs will direct patients to the **Booked Primary Care reception** area.

## MINOR INJURIES UNIT

This unit will handle all minor injuries as previously.

## ACUTE MEDICAL UNIT

The operation of this unit will be as previously with referrals being determined by GP's and the Paramedic/ Ambulance Service.

This move is planned to bring together all urgent care services under one roof within the hospital and continue to provide a robust urgent primary care service. Please note that all Trauma and Paediatric cases will be referred to Heartlands Hospital.

Please let us know if you have experienced any of these services in the last month via email to:

[dorridgeprg@gmail.com](mailto:dorridgeprg@gmail.com)

**Your comments good or bad will be greatly appreciated**

**More News Soon**

