



Village Surgery

We want to tell you about a change in the way we will be working at Village Surgery and what that means for you as a patient.

What are we doing?

We are dedicated to improve access for our patients and deal with on the day needs within the appropriate timeframe by offering the right appointment at the right time with the right person. We have a team of highly professional clinicians comprising of Paramedics and Advanced Nurse Practitioners who deal with on the day care and will be based at Village Surgery, which will become the Acute Hub for GPS Healthcare.

When is this change from?

These changes are effective from the 3rd of April 2023

This is a Monday to Friday 8:30 - 18:00 service

Why?

The Acute Care Team have been working at Tanworth Lane Surgery since September 2022, allowing us to offer more appointments and proving to be popular with many of you. The next stage is to increase the number of appointments that that the team can offer and the services that they can provide, however to do this, the team need more space.

What does that mean for me if I am a patient at Village?

If you are a patient currently registered at Village Surgery, you will have access to on the day appointments with our Acute Team Monday to Friday 0830 – 18:00. One of our Phlebotomy Team will be available at Village once a week should you need a blood test and if you do need to see a GP or another clinician you will be offered an appointment at Tanworth Lane or one of our other sites.

The reception team will still be at the site and available to help you with any queries you may have, including your prescriptions. If there is a specific reason, the GP does have the discretion to arrange to see you at Village Surgery.

Benefits?

Increased opening at Village Surgery, as the site will now be open on a Wednesday afternoon. An increase in the number of on the day Face to Face appointments as the Clinicians at Village Surgery will have additional clinical rooms.

Improved access for our patients by dealing with their on the day needs within the appropriate timeframe by offering the right appointment at the right time with the right person.

March 29th 2023

These appointments can be booked directly by reception rather than having to have a telephone appointment with the Acute Care Team first.

What do I have to do?

You do not have to do anything and we hope that the impact will be minimal, however we will keep the change under review and listen to your feedback.

What if I want to speak to someone?

Hopefully this information provides you with everything you need to know. In the event that you have a specific query about your care, please do not ring the usual reception number – instead, contact:

0121 7961057 between 14:00 and 18:00 Monday to Friday.