



Dr Andreou & Partners

PATIENT NEWSLETTER

SEPTEMBER 2026

Keeping you informed about practice news, NHS services and how to stay healthy.



Welcome to our new staff:

New GP trainees:

Dr Phua (M), Dr Sajjad (M), Dr Myint (M)

New Reception staff:

Leah and Paige



Stay Well This Winter

Protect Yourself Against Flu



Flu is more than just a bad cold. It can lead to serious illness, particularly for older adults, young children, pregnant women and people with certain long-term health conditions.



The NHS is offering free flu vaccinations to eligible people this winter.

You may be eligible for a free NHS flu vaccine if you:



Are aged 65 or over



Are pregnant



Have certain long-term health conditions



Live in a care home



Are a carer or live with someone who has a weakened immune system



Are an eligible child or frontline health or social care worker



You can book an appointment by calling us or using the link that you will receive via SMS if you are eligible.



Eligible patients can attend one of our walk in flu clinics at Oldbury Health

Centre:



**Saturday
3rd October**
9am – 3.30pm



**Saturday
10th October**
9am – 3.30pm



No appointment needed – just walk in during the times above.



DID NOT ATTEND (DNA)

APPOINTMENTS MATTER



When you don't attend an appointment without letting us know, it prevents other patients from being seen.

Please help us to help you and others.



JUNE

Did not attend appointments

457



JULY

Did not attend appointments

417



AUGUST

Did not attend appointments

426



TOTAL NUMBER OF DID NOT ATTEND (DNA) APPOINTMENTS OVER THE LAST 3 MONTHS

1,300



Thank you for your support.



HELP US
to reduce DNAs
by cancelling appointments

Cancel by SMS, the NHS app or call us on 0121 543 1266

Please use our kiosk machine while you wait



Our kiosk can help you take care of your health quickly and easily.



You can use the kiosk for:



Health checks

Measure your height, weight, blood pressure and BMI. Keep track of your health and spot changes early.



Drop off urine samples

Use the kiosk to let us know you have left a urine sample. It's quick, easy and secure.



Make the most of your time

Using the kiosk while you wait helps you and helps us provide the best care for everyone.



Need help?

Please ask a member of our team. We're happy to help you.



Thank you for helping us provide safe, efficient and high-quality care.

Need urgent mental health support?

Call 111

Select
Mental Health Option 2

We're here for you 24/7.

NHS

HERE
TO
HELP

Help Us Help You This Winter

NHS

Stay well this winter by following these simple steps:



Find a local flu and COVID-19 vaccination clinic at blackcountry.icb.nhs.uk or birminghamsohull.icb.nhs.uk.



Wash your hands regularly and maintain good hand hygiene.



Attend your GP appointments, and let your practice know as soon as possible if you need to cancel.



If you feel unwell, seek advice early from your local pharmacist.



Keep yourself and your home warm. If possible, heat your home to **18°C**. If you need support with heating costs, visit gov.uk and search for 'help with heating'.



Check your medicine cabinet and make sure you have essential medicines and supplies.



Order your repeat prescriptions in good time before your GP practice and pharmacy close for the festive period.



Look after your mental wellbeing by staying active, keeping in touch with family and friends, and accessing support if you need it.



Look out for others by checking in on vulnerable neighbours, friends, and family members.

Small steps can make a big difference.
Thank you for helping us help you.

Join us for Digital Skills Information

at Oldbury Health Centre



Monday
19th October
10am – 1pm

&



Wednesday
21st October
9am – 12.30pm

NHS

Contact us online

Submit a new request



Patient Information

NHS

Our Receptionists are Care Navigators

Here to help you get the right care, in the right way.



- RIGHT CARE
- RIGHT PLACE
- RIGHT TIME
- RIGHT SUPPORT

Our reception team are highly trained **Care Navigators**. Their role is to listen, assess your needs and guide you to the most appropriate care or service – not always a GP appointment.

WHAT THIS MEANS FOR YOU



WE LISTEN

We take the time to understand what you need and any concerns you may have.



WE NAVIGATE

We will help you find the most suitable option for your needs – this may be with a member of our team or another service.



WE COORDINATE

We connect you to the right care at the right time, making the best use of our team and services.



WE RESPECT YOUR PRIVACY

Your information is handled confidentially and with care.



WE ARE HERE TO HELP

We are friendly, approachable and here to support you every step of the way.

MEET THE WIDER TEAM – SUPPORTING YOUR HEALTH AND WELLBEING



GPs

Provide medical care for a wide range of health conditions and ongoing support for your health and wellbeing.



Practice Nurses

Support with long-term conditions, vaccinations, health checks and lifestyle advice.



Physiotherapists

Help with muscle, joint and movement problems, pain management and rehabilitation.



Pharmacists

Offer advice on medicines, minor ailments and how to stay well.



Mental Health Practitioners

Provide assessment, advice and support for common mental health conditions such as anxiety, depression and stress.



Social Prescribers

Connect you with local support and services to help with wellbeing, finances, housing, isolation and more.



Our goal is to make your experience as easy and efficient as possible by connecting you to the right person, service or support.

Thank you for working with our reception team to help us provide you with the best possible care.

We're here to help you. Please speak to our reception team if you need support.



PREGNANT LADIES

can now self refer to maternity services.



This will be sent directly to the Community Midwife Office, who will arrange a booking appointment.



Maternity Hub Office Telephone:
0121 507 4918 or 0121 507 3774



PATIENT PARTICIPATION GROUP (PPG) MEETING

NHS



We hold our **Patient Participation Group (PPG)** meeting every quarter.



Next date and time to be confirmed.



Details will be circulated once confirmed.

Tap the NHS App

- ✓ Request repeat prescriptions
- ✓ Book and manage appointments
- ✓ Read your healthcare messages
- ✓ See your test results and appointment notes
- And much more...