



Dr Andreou & Partners

PATIENT NEWSLETTER

JUNE 2026

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



Congratulations!

We would like to congratulate Dr Sandilands and Dr Augustine, our trainees who have passed their last lot of exams with flying colours!



Armed Forces Veteran Friendly Accredited GP Practice

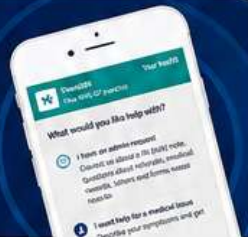
We are committed to understanding and supporting the specific health needs of those who have served.

If you are ex-forces, please let your GP or a member of our team know to help ensure you are getting the best possible care.



Contact us online

Submit a new request



We now offer an online triage service through our website during normal practice opening hours.



Your non-urgent request will be reviewed and responded to by a member of the clinical team on the same working day.



You may receive advice by phone, text, or be directed to another service if appropriate.



If your GP practice is closed, visit **NHS 111 online** or call **111**. In an emergency call **999**.

Use the QR code to access our online triage form.



Have Your Say

Thinking about your GP practice overall, how was your experience of our service? Please let us know by using the QR code! Your feedback helps us to improve the care and services we provide.



CHOOSING THE RIGHT NHS SERVICE

Using the right service helps you receive the most appropriate care.



Self-care

Look after yourself at home for minor illnesses and injuries.



Pharmacy

Get expert advice on medicines and treatment for minor illnesses.



GP Practice

For non-urgent health problems, ongoing medical conditions and routine care.



NHS 111

Available 24 hours a day, 7 days a week for urgent medical advice.



Urgent Treatment Centre

For urgent medical problems that need prompt attention but are not life-threatening.



A&E / 999

For serious or life-threatening emergencies only. Call **999** in an emergency.



We're here for you

Our friendly team is always happy to help. If you need support or advice, please contact us.



STAY SAFE. STAY COOL. LOOK AFTER EACH OTHER.

Hot weather can affect our health. For tips on staying safe during a heatwave, scan the QR code or visit: nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather



SCAN ME for NHS advice on coping in hot weather.





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...



PATIENT PARTICIPATION GROUP (PPG) MEETING

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

Next date and time to be confirmed.

Details will be circulated once confirmed.



REFERRAL TO THE BREAST CLINIC

Do you have a breast lump?
If you have a breast lump which is:

- Not red, hot or painful
- You are not pregnant or breastfeeding
- You have not had a baby within the last 12 months

You may be eligible for referral to the Breast Clinic without needing a GP appointment.

How to access this service
Please contact reception for further information on how to access the referral pathway.

The service is confidential and friendly. We're here to support you.



ARE YOU A CARER?

LET US KNOW - WE'RE HERE TO SUPPORT YOU

Do you look after someone?
If you provide unpaid care and support for a family member, partner or friend, you could be a carer.

Please let us know
Letting us know means we can make sure you get the support you deserve.

You will be invited for a Carers Health Check
This short check-up helps us understand how we can support your health and wellbeing.

We're here to help
Please speak to a member of our team or let reception know if you are a carer.




MEET OUR SOCIAL PRESCRIBER, EVETTE

Evette is our Social Prescriber. She offers personalised support to help you with a range of social issues that may be affecting your health and wellbeing.

Evette can help with:

- Financial worries and benefits advice
- Housing concerns
- Loneliness and isolation
- Accessing local services and community support
- General wellbeing and practical support

How do I access the service?
You can be referred by your GP or any member of the practice team.

What to expect:
Evette will listen, understand your needs and work with you to find the right support and solutions.

The service is confidential and friendly.
We're here to support you.



BLOOD TEST APPOINTMENTS

We are aware that waiting times for blood tests provided by **Sandwell Hospital** are currently longer than usual.

Please note: Blood tests **must** be booked directly through the Phlebotomy Service and **cannot** be arranged by your GP practice.

Telephone: 0121 507 6104
Monday-Friday, 8:00am-4:30pm

Email:
sandwell.phlebotomy@nhs.net

The Phlebotomy Service is provided by **Sandwell Hospital** and not **Dr Andreou & Partners**.



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.

MARCH	APRIL	MAY
Did not attend appointments	Did not attend appointments	Did not attend appointments
439	356	349

TOTAL NUMBER OF DID NOT ATTEND (DNA) **1144**

Thank you for your support.