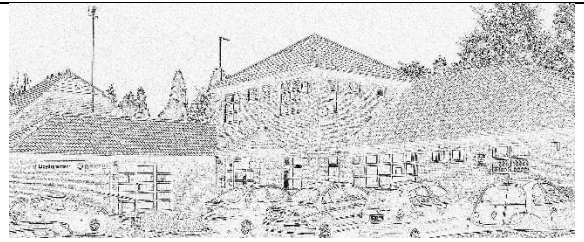


YOUR HEALTH NEWS

THE RIDGEWAY SURGERY AND RIDGEWAY SURGERY PATIENT PARTICIPATION GROUP NEWSLETTER

Winter Edition 2025



*** **Welcome to the latest edition of The Ridgeway Surgery Newsletter** ***

(If you need this Newsletter in LARGER PRINT or an ALTERNATIVE LANGUAGE, please advise Reception).

A copy of this Newsletter will appear on the surgery website : www.ridgewaysurgery.co.uk.

Keep your details updated - There are feedback forms on the Website and in Reception. Do keep Reception updated with any changes to your contact details.



We are hosting a **Christmas Macmillan Coffee Morning** at the surgery on **Friday 5th December between 12-2pm**. We will put up a table in the waiting room for all the food and an honesty box for donations.

All patients welcome to attend, though please do try to arrive on foot to avoid congestion on the car park.

Christmas and New year Opening times:

We are **closed** on Christmas Day, Boxing Day and New Year's Day.

There will be some Pharmacies open locally, once we have this information we will display it on the front door.

Flu vaccinations – patients aged 65+ or in an at risk category including carers and pregnant ladies are eligible for a free flu jab, please book online, ring us or ask at reception

Covid vaccinations – patients aged 75+ or who are classed as immunosuppressed are eligible for a free covid vaccination, again please book as noted above.

Ridgeway Surgery Staff Member Profile.... Ella Thompson.

Hello, my name is Ella Thompson and I am the Business Practice Manager at The Ridgeway Surgery. I am also one of the Digital and Transformation Leads for Sedgley Coseley and Gornal PCN.

I have been at Ridgeway since the summer of 2013 and before that I was the Practice Manager at Castle Meadows Surgery for 5 years. So I am pretty long in the tooth now when it comes to the role of practice management!

I work full time at the surgery and am usually hidden away in the back keeping the plates spinning from day-to-day with the help of our fantastic Managers and admin team at Ridgeway. I work closely with the Partners to ensure we deliver a high quality service to our patients here at Ridgeway.

My role covers many areas such as finance, payroll, HR, health and safety, CQC compliance, patient engagement, not to mention keeping on top of many emails daily. The role has changed significantly in my time as BPM and is far more digitally based that it ever was before. As a team we embrace the changes and we work to continually improve the service we offer. Both of my roles involve liaising with outside agencies, such as Black Country ICB and Dudley Group of Hospitals. It is an interesting and ever changing role with no two days ever the same!

News Items

The **Chickenpox Vaccine** (varicella) will be offered at GP surgeries from 1st January 2026 to eligible children. The vaccine will comprise MMR and varicella in one dose. The vaccine will be administered twice, once at 12 months and again at 18 months. Parents of eligible children will be contacted routinely as part of the child immunisations programme.

The **Phlebotomy (Blood) service** offered at The Merryhill shopping centre is relocating near to the Next.

Did Not Attend appointments from our patients continues to rise. This is a drain on time and costs. Patients will be contacted by telephone to query non-attendance.

Providing information: The Surgery prides itself on its detailed noticeboard layout in the Waiting Room and availability of leaflets as you enter the building.

These leaflets include being a Blood Donor, Whooping cough and pregnancy, understanding cancer, Dementia, NHS Free health check, The British Heart Foundation and Changes to prescribing medicines in Dudley – this last one is very informative on what you can obtain across the counter from a Pharmacist. The Pharmacist next door to the Surgery (open weekdays, not weekends) classes as “Pharmacist First” and can offer contraception. So, please, do read the notices and do take the leaflets.

You may have heard the term “**Virtual Ward**” possibly from the fact Russells Hall Hospital has had one since 2004. A virtual ward is a service where patients receive hospital-level care in their own homes, supported by technology and a multidisciplinary healthcare team. Also known as “**hospital at home**,” this model allows patients to be monitored and treated at home, preventing unnecessary hospital admissions and enabling early discharge.

If you would like more information regards joining **The Ridgeway Surgery Patient Participation Group** (PPG) please ask at Reception or look on our website. Past minutes can be found on the surgery website.

The team here at Ridgeway and our fabulous PPG wish all of our lovely patients a very merry Christmas and a happy new year.