



Dudley Integrated Health and Care Trust will be asking you what about some changes to the High Oak Surgery. This information tells you how to get involved. There are 2 options.



Option 1A
High Oak Surgery stays at Brierley Hill Health and Social Care Centre.

This is called a single site solution which means everything is in one place.



Option 2
Is to have some services at Brierley Hill Social Care Centre and other places in the community. This may be a community centre or another health building.

This is called the hub and spoke model which means you go to different places for different appointments.



How has High Oak Surgery changed the way it see its patients?



Primary care has changed since Covid 19. All appointments are now **triaged** to make sure the patient sees the person they need to.

Triage means deciding where the best place is for you to go.



This might be:

To see someone face to face



To talk to someone on the phone. This is called a **phone consultation**.



To talk to someone on zoom or teams. This means that we can see you while we are talking to you.. This is called a **video consultation**.



Filling in a survey online. This is called an **online consultation form**.



Getting help from a **community pharmacy** or optician.

A **community pharmacy** is also called a chemist.



We have looked at lots of different ways to see what will work best for people who use High Oak Surgery. We can tell you more information about what we have looked if you want to know.



Option 1A

High Oak Surgery stays at Brierley Hill Health and Social Care Centre.

This was talked about with local councillors, MP's and Healthwatch Dudley.



Option 2

The **hub and spoke model**. This will mean some appointments will be at Brierley Hill Social Care Centre and some appointments will be in the community.



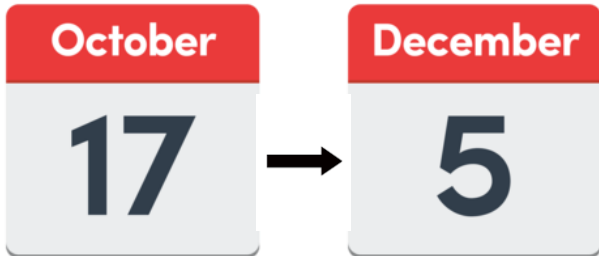
We would like you to think about the options we have shared. We need your feedback to make sure the decision is right for you.



From the 17th October we will be sending letters to everyone who goes to High Oak Surgery.



We will share information on social media and the website.



You can share your views between Monday 17th October and Monday 5th December 2022.



You can visit our website.

www.dihc.co.uk



You can fill in our **online survey**.



Call the Time2Talk team on

0121 612 4110

They will send a copy of the survey and a freepost envelope.



You can get a copy from High Oak Surgery at Brierley Hill Social Care Centre and give it to reception when it is filled in.



You can come along to one of our public meetings.

They will be at Brockmoor Community Centre.

Wednesday 9th November at 6.30pm

Wednesday 23rd November at 10.30am



We will have some drop in sessions where we can support you to answer any questions and fill in your surveys.



Thursday 20th October 2022 at 5pm – 6.30pm

120 High Street, Pensnett. Brierley Hill
DY5 4DS



Monday 24th October 2022 at 5pm – 6.30pm

Brierley Hill Health and Social Care centre



Wednesday 26th October 2022 10.30am – 12pm

120 High Street, Pensnett. Brierley Hill
DY5 4DS



Tuesday 1st November 2022 from 5pm – 6.30pm

Brierley Hill Health and Social Care centre



Friday 4th November 2022 – 10.30am – 12pm

Brierley Hill Health and Social Care centre



Monday 7th November 2022 5pm – 6.30pm

120 High Street, Pensnett. Brierley Hill
DY5 4DS



Thursday 10th November 2022

10.30am – 12pm

Brierley Hill Social Care Centre



Your Home Your Forum Brierley Hill

31st October 2022 at 6.30pm

Brierley Hill Methodist Church
Bank Street
Brierley Hill
DY5 3DA



Healthwatch will be doing a workshop for patients who have a learning disability.