



Spring Newsletter April 2023

We want to thank all our patients for your continued support over the last year.

Please leave feedback on improving our services or tell us what we are doing right. Friends and Family forms are available at reception or in the waiting rooms, or you might receive a text message asking for your feedback.

Practice News



The Surgery has recently completed building work to create four new consulting rooms. We asked one of our longstanding patients, Mr Ken Jackson, and our longest serving staff member, HCA Shirley Skillicorn, to open the 'new wing'.

Dr Mel Ozkan has moved rooms and now works downstairs in Room 8.

We have two new ST1 Doctors (Speciality Trainee, year 1)

Dr Mohab Aboughasiba

Dr Olu Aiyesa

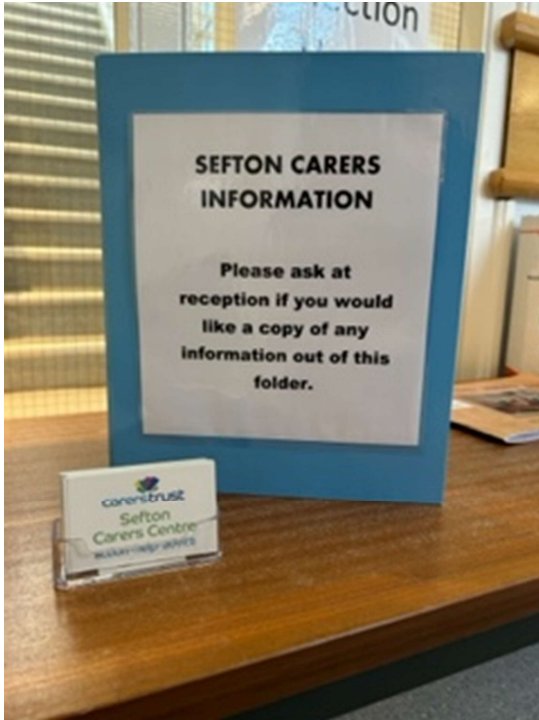


We are delighted to welcome Tilly Daish, our Physician Associate, who will join the Practice on a six-month placement.

Tilly will work in Practice four days a week and see patients who need to see a Clinician on the day as a face-to-face appointment. We hope this will increase patients' appointments to provide extra capacity for those needing to be seen on the day.

We changed our online consulting platform from E-consult to PATCHS; this was a decision made at a higher level by the Integrated Care Board and not that of the Practice. We have received positive feedback and have over 1000 patients registered for the service. Please visit our website for information.

From 22 May, we will offer smear appointments to book online through the NHS appt. We will monitor these appointments and look at providing other types of appointments with the Nursing Team. Unfortunately, with the need to triage Doctor's appointments, we cannot offer these appointments online, but we are constantly looking at this.



DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL, DISABLED OR HAS MENTAL ILL HEALTH?

Ainsdale Medical Centre has a Carer's Champion – Jill Molloy.

Jill is promoting the support available to Carers. We have Carer's information packs in each waiting room, which contain important information and referral forms to Sefton Carers Centre. Please look next time you're in Practice.

We are interested in identifying young carers, especially those caring without help or support. Carers are often "hidden", looking after a family member or helping a friend or neighbour with day-to-day tasks and may not identify themselves as a Carer.

Please let the Receptionist know if you are a Carer, and we can add this information to your medical records. This will help us support and maximise your health needs by providing health checks, screenings and advice.

We are hoping to arrange Carer drop-in days as a way of supporting you. We will advertise these in Practice, on the website and our Facebook page.



Spring Bank Holiday Dates

- Good Friday – Bank Holiday 7 April 2023 (Closed)
- Easter Monday – Bank Holiday 10 April 2023 (Closed)
- Early May Bank Holiday – Monday 1 May 2023 (Closed)
- Coronation of King Charles III – Bank Holiday Monday 8 May 2023 (Closed)
- Spring Bank Holiday – Monday, 29 May 2023 (Closed)



We constantly monitor how many appointments we offer our patients and along with other crucial statistical information which we use to improve our services.

Please see the information below we have gathered in the last nine months. This information is also available on our website.

You can see we have a large 'did not attend' rate. We ask patients unable to attend their appointment to let the Practice know so we can provide a much-needed appointment to others.

Appointments booked between 1st June – 31st August 2022 = 9676

Face to Face appointments = 5086
 Telephone appointments = 4622
 Other = 17
 DNA - 194

Prescriptions requested = 5528
 Telephone calls received = 21957

Appointments booked between 1st September – 30th November 2022 = 15412

Face to Face appointments = 8781
 Telephone appointments = 6569
 Other = 210
 DNA = 433






Prescriptions requested = 7754
 Telephone calls received = 26649

Appointments booked between 1st December – 28th February 2023 = 15376

Face to Face appointments = 9176
 Telephone appointments = 6018
 Other = 217
 DNA = 323

Prescriptions requested = 7006
 Telephone calls received = 28549

Using the right service:

 <p>Self Care Stock your medicine cabinet</p> <p>Minor cuts and grazes Bruises and minor sprains Coughs and colds</p>	 <p>Pharmacy No appointment required</p> <p>Minor illnesses Headache Stomach upsets Bites and stings</p>	 <p>NHS 111 24 hours a day</p> <p>Dial 111 for urgent medical concerns</p>	 <p>GP Advice Out of Hours call 111</p> <p>Persistent symptoms Chronic pain Long term conditions</p>	 <p>A&E or 999 Emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
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Patient Participation Group (PPG)

If you want to join our Patient Participation groups, please email Ken Lowe – Chairman, at the following email address.

ainsdale.patients@gmail.com

We also have information on our website, or one of our Receptionist will print out a Patient pack for you.

We are proud to have continued our support of Southport Foodbank this year with our food collection point at the Surgery.

If you are in financial crisis, please call 0808 2082138 for free (Monday to Friday, 9 am-5 pm) to talk confidentially with a trained Citizens Advice adviser.

If needed, they can issue you a voucher to get an emergency food parcel from your local food bank.



If you are worried about a relative or elderly neighbour, contact Sefton Council on 0345 140 0845 or call the Age UK helpline on 0800 678 1602 (8 am to 7 pm daily).

If you need to talk, whatever you're going through, there are people you can speak to at any time. Anyone can call the Samaritans on 116 123 (UK-wide) or text SHOUT to 85258 (UK-wide)



Heart Helpline

Got a question about your heart or circulatory condition? Call our Heart Helpline on 0300 330 3311, weekdays, 9 am to 5 pm



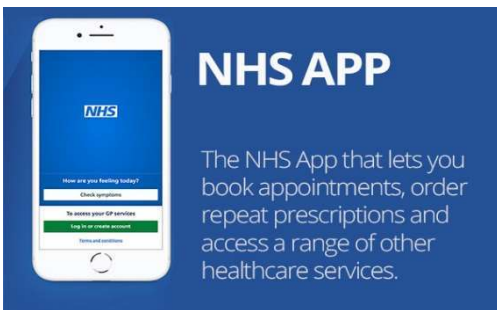
Carers UK

www.carersuk.org info@carersuk.org

In England, Scotland and Wales

Telephone: 0808 808 7777

Monday to Friday, 10 am to 4 pm




Did you know you can download the NHS APP and order repeat medication?

Once you are registered on the app, you can access a range of other services, like lab results and documents etc.; please get in touch with the Surgery and ask for these services to be activated. You will need to provide proof of identity before this can be switched on, and it can take up to 6 weeks.



TALK TO US ABOUT DIABETES

0345123 2399

Visit our website at www.ainsdalemedicalcentre.nhs.uk	
And follow us on Facebook – Ainsdale Medical Centre.	

*** Our Surgery opening hours are ***

Monday – Friday 8.00 am to 6:30 pm

Call 111 or use 111 online for advice when the Surgery is closed.

Always Call 999 in the case of a life-threatening emergency.