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There are 2 important changes at the practice which are both happening on 1st July



We will be switching on **E-Consult** on July 1st which will provide our patients with the facility to consult with our GPs via an on-line consultation. This is a truly significant development in the way we interact with our patients and you can find out more about it on page 4 of this newsletter.

On the same day we will be changing our booking process for same-day appointments so that these will only be available via the phone from 8:30 am. **This means that you will not be able to book an appointment by queuing up at the reception desk when we open.**



The practice has issued an information sheet for patients which explains why we have had to make this change. It is on our website and can be viewed via the QR code. Copies are also available at the Reception Desk.



We hope you enjoy our newsletter and find it informative. We look forward to hearing your feedback.

Visit our new website at www.ainsdalemedicalcentre.nhs.uk

And follow us on social media as **@ainsdaledocs**



Team News



Dr Richard Wood will be retiring from the Partnership at the end of July. After a short and well-earned break during August he will return to the practice in September to do surgeries on two days a week. He will no longer have a list of registered patients, but his surgeries will be open to all patients (subject to availability).

We have written to all of Dr Wood's patients in the last few days to tell them the news and inform them of their new named GP.

Richard joined the practice in 2008 and we are delighted that he will be staying on with us in the future in his new role.

GPs

We are delighted to welcome Dr Jane Irvine to the practice as a salaried GP. Jane will be seeing patients every Monday and Wednesday. She previously worked at a GP surgery in Litherland for the last 5 years and is a great addition to our clinical team. We welcome her to Ainsdale Medical Centre.

We now have a well established team of sessional doctors supplementing our established GPs. Dr Eduardo Cervoni, Dr Bernard Thomas, Dr Jill Thomas, Dr Mary Sweeney and Dr Uju Oyolu are all part of that established team. All our GPs can be seen on our new website but our photo gallery on the website and in the practice is still catching up with our new recruits.

Dr Shonalee Illingworth is currently on maternity leave. Dr Craig Molyneux has taken up a role at practice in Wigan and won't therefore be doing any more sessions for us. We all wish him well in everything he does in the future.

Reception

We welcomed two new recruits to our reception team in January. Chelsey and Pauline both work Wed- Friday and have fitted into the team as if they have always been here. We are delighted to have them on board.

Practice Pharmacist.

Jo Woodcock joined the practice in December as part of a new venture with our partners Ashburton Prescribing. This has proved to be a successful move and is enabling us to benefit from enhanced expertise in prescribing and medicines management. Many patients have benefitted from having Jo's expertise at hand to resolve medication queries and to ensure safe prescribing guidance is followed at all times.





**E-Consult will be going live at
Ainsdale Medical Centre on
Monday 1st July**

What is e-Consult

E-Consult is an on-line consultation tool which allows patients to consult with their GP by completing simple online forms that are received by the practice and reviewed by the GPs. It can also direct patients to self-help, pharmacy advice and local self-referral services.

Using e-Consult a patient can complete the forms at their own convenience, taking time to express themselves in a way that they can't always do in the context of a phone call with a receptionist or a ten minute consultation with the GP.

It also allows the practice to take a more considered approach to understanding exactly what it is that the patient needs.

Whilst e-Consult isn't for every patient nor every set of circumstances, we want to work with our patients to get the maximum uptake possible for this new service and help make the most of our precious clinical resource.

Clinicians can use it to enable a patient to easily provide feedback on a course of treatment rather than always bringing them back in for an appointment.

e-Consult is available 24 hours a day and we commit to respond to e-Consults by the end of the next working day.

The Benefits for Patients.

- Save time. You may not need a trip to the surgery and your query may be resolved with a phone call or an electronic message
- Continuity of care from your own GP practice – with the convenience of online access
- Medical advice 24/7 – check your symptoms and receive on the spot medical advice and treatment guidance thanks to NHS Choices content
- A response by the end of the next working day or sooner
- Access wherever and whenever you want from any device, and complete at a pace that suits you
- Request sick notes, repeat prescriptions and test results without the need for an appointment.

Appointments.



One of the greatest challenges we face every day is trying to meet the demand for GP appointments with the resources we have available. On many days we are simply full and have no clinical capacity left.

In order to maintain a safe service which enables patients to be seen in the practice when it is appropriate, we are having to introduce new ways of understanding our patients' clinical needs.

Our Receptionists may ask you about the reason why you are calling for an appointment. They are vastly experienced in what they do and they can often signpost you to other clinicians in the team or to appropriate services outside the practice. Please try to be comfortable in providing this information to us as it will benefit you to do so and it will also enable us to make our limited resources stretch further.

Sometimes, the receptionist will need to ask our on-call GP to clinically triage your request to be seen on the day. This is vitally important for you so please be patient. The GP could be seeing another patient and won't be able to respond immediately. If it's more convenient for us to call you back with a response, then tell us.

The experience of practices that have already deployed e-consult is that patients are often more open and candid about explaining their symptoms on the on-line forms than they are in person. So please consider e-consult as an option. Not only does it enable you to escape the queues but it also gives you the opportunity to express yourself more effectively at your own pace at a time that is convenient for you.

On-Line Appointment booking



E-Consult becomes the mainstay of our on-line GP appointment allocation system from July 1st. Remember though that you will be able to use the existing on-line services such as Patient Access to book appointments for smear tests and asthma reviews with our nurses. This will save you time and effort and appointments can be booked via the system even when the surgery is closed.

7-Day GP



The 7-Day GP Services has proved incredibly popular with the working population across Southport and Formby since it opened in Oct 2018. The service operates each weekday from 5pm – 8pm and 9am – 12 noon at weekends. Ainsdale Medical Centre under-utilises the service relative to the size of our registered population.

The clinicians are able to view your medical record (with consent) and any consultation notes from your appointment at the service are, in turn, visible to our clinicians after your visit. Ask the Receptionist if you think the 7-Day service would be a convenient thing for you.

Primary Care Networks.

As part of the NHS Long Term plan, a new 5 year contract has been put in place for GPs which will mean that GP surgeries will be formed into Primary Care Networks.



This means that practices are forming agreements to work with neighbouring practices in groups of approximately 30-50000 registered patients.

For Ainsdale Medical Centre this has meant joining forces with our colleagues at Ainsdale Village and three practices in Birkdale – The Family Surgery, Lincoln Road Surgery and The Grange Surgery – to form the **Ainsdale and Birkdale Primary Care Network (PCN)**.

This network officially comes into existence on Monday 1st July and although each practice will retain its own identity and patient list, July 1st heralds the beginning of a long journey. In time this will bring about more collaborative working and place each PCN at the heart of an integrated care system. This will incorporate hospitals, community providers, social care organisations, voluntary and faith groups and other primary care providers such as pharmacists and dentists.

Most observers regard this as one of the most significant changes to the way general practice is organised since the creation of the NHS. Ainsdale Medical Centre is committed to be at the forefront of how this develops in our community.

There are many aspects to primary care networks and you can read more about that by clicking [here](#) or by scanning the QR code at the top of this article.

Patient Group Educational Event

Invitation to Health Event
6pm on Thursday 4th July 2019
Ainsdale Medical Centre, 66 Station Road

You are warmly invited to join us for an evening of presentations and a Q&A session. There will be a chance to meet the clinical services (pictured) from the Liverpool Heart and Chest Hospital and hear about the work of the hospital at the centre of what we do. All welcome. We would be pleased to meet you. To register please call 0151 600 1410 or email membership.office@lhch.nhs.uk

Find out more by visiting www.lhch.nhs.uk

Excellent, Compassionate and Safe care for every patient, every day

Our Patient Participation Group (PPG) is doing something new and different in July by inviting the of the public to come and listen to a talk about the work of the Liverpool Heart and Chest Hospital.

The talk will be given by Joanne Shaw who is the Head of Nursing – Clinical Services at the hospital.

The event will take place at the surgery on Thursday 4th July from 6pm. Tea and coffee will be kindly provided by members of our patient group. I imagine the tea will be PPG Tips in that case 😊

Hopefully it will be the first of many informative health related talks hosted by the group.

Email membership.office@lhch.nhs.uk or call 0151 600 1410 to reserve one of the few remaining places for the event.



The practice recently signed up to be a Park Run practice under the scheme being promoted by the Royal College of General Practitioners (RCGP). The aim of the scheme is to increase the awareness of healthcare professionals and staff within general practice so that they can promote the benefits of active lifestyles and signpost patients to their local park run. Several of our practice team are regular participants at our local park runs and we can't praise it highly enough. You can read more about this on our website



On Thursday evening 20th June the Ainsdale Medical Centre team once again



laced up their running shoes and headed for the Active Sefton Active Workforce 5k Challenge at the Crosby Lakeside Centre. It is the eighth consecutive year that we have been represented at the event which is part of Sefton Council's initiative to encourage active and healthy lifestyles.

The AMC team – Fred, Paul, Adam, Jill and Jill – did the practice proud and all finished well up the field of over 300 runners in the Crosby sunshine.

We finished fourth team overall out of over 30 from workplaces all over Sefton. We have already set our sights on a podium finish next year 😊



Scan the QR to find out more about Active Sefton



We wanted to say a big thank you to the Ainsdale in Bloom team for creating our floral display which is now brightening up our front path Thanks also for all the amazing work they do to make our village look so bright and beautiful. We truly appreciate all their hard work.



June 13th was The Alzheimers Society National Cup cake day and our practice team got in the mood exactly a week early for their fund raising efforts. Thanks to the tireless work of Jill and Jo and the generous contributions from the rest of the team we managed to raise a grand total of £232 through a cake sale, raffle and quiz.



We recently noticed that our front path had become damaged in some areas and was a potential hazard for patients walking up to the front door so we gave it a facelift and recovered the entire area to the front of the building.



We are always on the look out for new members for our PPG and we want to make it more representative of our patient population.

Contact our Chair, Helen, on ainsdale.patients@gmail.com if you would like to know more about the group and how you could contribute to it.