

We are taking the opportunity when we write to the 6000+ patients who are eligible for a free NHS flu vaccination to improve our records in two very important ways.

Carers

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

If we know you are a carer and are likely to be under pressure at times, we will be able to offer more tailored advice and, if necessary, provide more support in the future.

We particularly want to make sure we know about our young carers.

You can call the surgery to talk to us about your caring responsibilities, write to us or use our new e-Consult system to let us know. Use the link below.

<https://ainsdalemedicalcentre.webgp.com/consult-administrative-help>

You can also contact the Sefton Carers Centre on 0151 288 6060.

If you know someone who is a carer then have a conversation with them and ask them if their GP knows that they have caring responsibilities.

Communication Needs

We also want to know about people who have a disability, impairment or sensory loss so when we contact them it is in a format that they can easily understand. It will also enable us to provide them with support so they can communicate easily with our staff.

We understand that the people we want to know about may not be able to read or understand this letter. If you care for or know someone who needs this kind of support we would be grateful if you can help them contact us. This will help us identify and record their needs and change the way we communicate with them in the future.

There is more about this on our website including a helpful video about the Accessible Information Standard.