



# Christmas Newsletter

## December 2019 – Edition #10

Our normal surgery opening hours are

**Monday – Friday 8.00am to 6:30pm**

\*\*\*On the day appointments available from 8.30am each day by telephone only\*\*\*

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

We are also closed for training from 12 Noon on **Wednesday 11<sup>th</sup> December** and will re-open at 8:00am on **Thursday 12<sup>th</sup> December**.

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

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

	<b><u>Repeat Prescriptions</u></b>
	Please check when your medication will run out and place any orders <b>before the end of Thursday 19<sup>th</sup> Dec</b> to make sure we can get them authorised and issued in good time for you to collect before the Christmas break.



Friday 27<sup>th</sup> December could be a pressure point on GP services as it is the only working day between the 2-day Christmas break and the weekend.

Please only call us on that day if you really need to see a doctor for something that cannot wait.

There is more information about how to access services through the holiday period on page 2 of this newsletter.

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## Finding the Right Service For You



SCAN ME

There is a helpful resource on the Southport and Formby CCG website that explains all the different ways of getting medical help and its particularly important to be aware of this through the holiday period.

Pharmacists play a really important role in treating minor illnesses and you can contact NHS111 either by telephone (by dialling 111 at no charge) or by going to 111.nhs.uk.

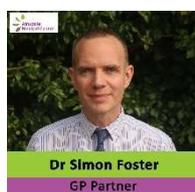
NHS111 now offer a service to help with emergency prescriptions via your local pharmacy if you run out of medication.

You can access the CCG guidance page by typing :-

<https://www.southportandformbyccg.nhs.uk/your-health-and-services/> into your browser or by scanning the QR code with your phone camera.

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## A message from Dr Simon Foster, Senior Partner.



We have experienced significant changes at the surgery in the past 12 months and demand for appointments continues to increase.

We want to provide the best and safest outcomes for our patients. When the demand for appointments on any given day exceeds the capacity that our clinical team can safely provide some patients might be directed to the local walk-in centre ( Litherland or Ormskirk). This decision is never made lightly. It is important to have the right length of time with your GP to address your health concerns and needs.

Our reception team is also able to book appointments in the 7-Day service hosted at the Family Surgery (Birkdale) which offers evening appointments during the week and morning appointments at the weekend.

We have worked hard to build our new multi-disciplinary team and we are continuously looking at new ways to make our resources go further and keep up with demand such as through e Consult, phone triage and telephone consultations.

We are also leading the development of the new Ainsdale and Birkdale Primary Care Network which will strengthen the provision of patient-centred primary care in our locality in 2020 and beyond.

**May I, on behalf of the whole Practice team, wish all our patients and their families a happy and peaceful Christmas.**

Visit our new website at [www.ainsdalemedicalcentre.nhs.uk](http://www.ainsdalemedicalcentre.nhs.uk)

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



## Team News

We have seen a lot of changes in our team since the Summer newsletter.

We were sad to say 'good-bye' at the end of November to **Dr Liz Quinlan** after 15 years as a Partner at the practice. Dr Quinlan has moved to Scotland to take up a new GP role and we all wish her well.



We are delighted to announce that **Dr Mel Ozkan** and **Dr Adam Marnell** have agreed to join the Partnership alongside the remaining partners, **Dr Simon Foster, Dr Stuart Bennett and Dr Fred Weindling**. This change is effective from January 1<sup>st</sup>.

Both Dr Ozkan and Dr Marnell completed their GP training with the surgery earlier in their careers and they are already well known to many of our patients. They were previously employed by the practice as salaried GPs.



**Dr Uju Oyolu** and **Dr Kate Finnessy**, already familiar to many patients, have accepted employment contracts as Salaried GPs and become permanent members of our clinical team.

**Dr Richard Wood** is back working at the surgery after he decided to retire from the Partnership back in July. He now works as a salaried GP on two days each week.

To supplement our clinical team we also use sessional GPs. Sessional GPs aren't tied to the practice by an ongoing contract and often work in other practices on other days of the week. We have developed a small group of experienced GPs who work at our practice on a regular basis and have become familiar to many of our patients .

Amongst the current team of sessional GPs are **Dr Eduardo Cervoni, Dr Jill Thomas, Dr Bernard Thomas, Dr Mary Sweeney, Dr Ian Jolly and Dr Craig Molyneux**.

We have recently welcomed **Dr Anita Kalakonda** as our new Foundation Stage 2 Doctor. She replaces **Dr Olivia Ford** who made a big impact on the team during her four-month rotation. We are proud of our long history as a training practice and we see the training and education of our future Doctors and nurses as being more important than ever.

We have written a guide which provides more information about the different types of healthcare professional you might encounter when you come to the practice. You will find it on our website under the **Practice Team** tab on the menu bar.



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## **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 E-Consult banner pops up when you visit our homepage.

## **What our patients say about E-Consult\***

"It is a fast, easy way to consult rather than a face to face appointment and does not inconvenience me or take up GP appointments "

"I found it to be a more efficient way to engage with the practice for matters that don't require urgent attention. It's particularly useful for those not available to call for an appointment during the working day."

"It was quick and efficient"

"It saved time waiting on the phone"

\*Comments taken from our monthly feedback report from E-consult users.

**Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life**



We have recently been established as a collection point for Southport Food Bank. If you are visiting the practice through the holiday period why don't you bring a donation with you. We will be pleased to accept your donations in the box in the downstairs waiting room and pass them on to the Foodbank.

We are proud to be a Parkrun practice. Local Parkruns take place at Hesketh Park and Kew Woods every Saturday at 9am. They welcome people of all ages and ability and are a fantastic way to be active and connect with new people.



Make it your New Year's Resolution to join the Parkrun family in 2020.



On November 20th we organised a mindfulness and relaxation session for our reception team led by a local yoga teacher. There are lots of yoga classes being run locally and it's a great way to help you take notice of the present moment and what can make you happy.

When we run our flu clinics at the Methodist Church each October we are reminded of how lucky we are have to **Ainsdale Lunch and Leisure** at the heart of our community. Keep an eye on our Community Events noticeboards and information screens to find out more about what they do and also about the many other fantastic groups that operate within our community.



We know that Christmas can be a difficult time for some people. If there's something troubling you, you can contact the Samaritans on **116 123** or by emailing [Jo@samaritans.org](mailto:Jo@samaritans.org). You don't need to be suicidal to call them. They are there 24 hours a day and 365 days a year for anyone who needs help. [www.samaritans.org](http://www.samaritans.org)



## Patient Participation Group

Our PPG has gone from strength to strength during the year.

We have had some new members join the group during the year which has helped to bring new points of view to our discussions. All new members are welcome to join the group and bring with them their personal insight into healthcare.

We plan to meet 5 times a year (in the evenings) but don't worry that you will have to commit to all of those dates. If you are interested in joining our group or would like to know more you can make initial contact with our Chair, Helen Graham via email - [ainsdale.patients@gmail.com](mailto:ainsdale.patients@gmail.com)

Next year's meeting schedule is shown below and the meetings run from 6:30pm to approx. 7:45pm

- Thursday 6<sup>th</sup> February
- Thursday 30<sup>th</sup> April
- Thursday 2<sup>nd</sup> July
- Thursday 24<sup>th</sup> September (AGM)
- Thursday 12<sup>th</sup> November



We held two very popular information events at the surgery during the year.

On July 4<sup>th</sup> **Joanne Shaw** came to the surgery to deliver a talk on the work of the Liverpool Heart and Chest Hospital.

On November 14<sup>th</sup> **James Moir** from Hirshmans Pharmacy came along to talk about the evolving role of the community pharmacist.

On **November 19<sup>th</sup>** our Practice Manager and our Chair were invited to speak about our PPG at a event hosted by Southport and Formby Clinical Commissioning Group (CCG). The event was set up to encourage more residents in the area to join the PPG at their own surgery and showcased best practice from around the town.



On **November 28<sup>th</sup>** Ainsdale's Bar Mio played host to a public meeting which brought together the five practices in the Ainsdale and Birkdale Primary Care Network with our friends from the Brighter Living Partnership and Living Well Sefton. The topic for the evening was Social Prescribing and the role of the new Link Workers. There was some really informative presentations and some engaging discussions around healthy living and well-being. Most importantly we made some new connections that will prove really valuable to us and to our patients in the future. Thanks to everyone who attended and shared their experiences.

Keep your eyes and ears open for more information about social prescribing as 2020 unfolds.