



## Summer Newsletter September 2022

### Signposting Initiative

NHS

#### Why does the receptionist need to ask what's wrong with me?

Our reception staff are important members of the practice team and it has been agreed they should ask patients 'why the need to be seen'.

We have trained our reception staff to ask certain questions to help make sure you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.



Reception staff, like all members of our team, are bound by patient confidentiality.

Ainsdale Medical Centre has adopted a Signposting Service, which is operated by our trained staff. We have trained our staff to ask appropriate questions about your call so they can allocate you to the most suitable clinician or alternative service.

**These staff members are NOT prying; they work under the GP's instructions and are bound by the same code of confidentiality as the clinical staff.**

For example, if you have an eye problem, you may be signposted to an optician; if you have a mouth problem, you may be signposted to a dentist, or you may be signposted to a pharmacy.

\*\*\* Our normal Surgery opening hours are \*\*\*  
Monday – Friday 8.00 am to 6:30 pm

The Surgery is closed on the following dates in December: **Bank Holiday: Mon 26th, Tue 27th and New Year's Day Monday 2<sup>nd</sup> January 2023**

Call 111 or use 111 online for advice when the Surgery is closed.  
**Always Call 999 in the case of a life-threatening emergency**

## **OCTOBER 2022 FLU CLINICS Over 65's**

**12<sup>th</sup>**

**19<sup>th</sup>**

### **Flu Clinics: Save the Dates**

Our community flu clinics this year are scheduled over consecutive Wednesdays ( 12<sup>th</sup> and 19<sup>th</sup> of October) at the **Ainsdale Methodist Church**.

We will send further details to eligible patients in mid-September. If you are unable to attend your allocated slot, you can attend either clinic; no need to phone the Surgery

If you are eligible for the flu vaccination, please support the Surgery by attending our events.

**We do ask patients to wear a face mask while attending your vaccination.**

**There will be a Health and Well Being Event running alongside our flu clinics at the church on both days. Members of our Patient Participation Group will be there talking to our patients. Please take the opportunity to chat with them if there is anything you would like to say about our Surgery.**

### **Flu Clinic for 18 to 64 at Risk/Vulnerable**

**BY  
APPOINTMENT  
ONLY**

The Surgery has organised an appointment-only Flu clinic on:

**Saturday, 8<sup>th</sup> October, between 9 am and 3 pm at  
Ainsdale Medical Centre**

**This is only for patients aged between 18 and 64 who are vulnerable/at-risk.**

**We will not be vaccinating over 65's in this clinic as it is a different vaccine.**

**This will be by invitation only, and all eligible patients will be contacted during Mid September**

### **Children's Flu Clinics – Dates to be arranged**

**We will be inviting all children aged 2 to 5 years (not yet in school) and children aged 6 months to 2 years with an eligible health condition  
Children in other age groups eligible will also be invited**

# COVID Vaccination Programme

The COVID Autumn booster vaccination programme restarted in August 2022.

This is for people aged 75 years and over, those in care homes and those aged 12 years and over with a weakened immune system are offered the Autumn booster.

Unfortunately, we have noticed, yet again, an increase in verbal abuse to our reception staff.



Over the last month, all our non-clinical staff have received some form of verbal abuse from a patient.

All staff and patients are expected to behave acceptably and respectfully.

The Practice follows the NHS guidance concerning Zero Tolerance.

Staff should not be left upset or distressed after interacting with a patient.

We understand it can be frustrating if you can not get through to the Surgery immediately.

Please be reassured that this is not because we have taken the phones off the hook but because we are answering the increasing number of enquiries from all our patients.

We also understand your frustrations when all appointments have been booked for the day.

Our doctors are working fully and trying to see and speak to as many patients as possible.

Once their lists are complete, we are trying to help as many patients as possible by signposting to other areas such as GP 7-day Service, NHS 111 and the Pharmacies for minor ailments.

**Please remember, our staff at Ainsdale Medical Centre are human too.**

## Using the right service:

 <b>Self Care</b> Stock your medicine cabinet  Minor cuts and grazes Bruises and minor sprains Coughs and colds	 <b>Pharmacy</b> No appointment required  Minor illnesses Headache Stomach upsets Bites and stings	 <b>NHS 111</b> 24 hours a day  Dial 111 for urgent medical concerns	 <b>GP Advice</b> Out of Hours call 111  Persistent symptoms Chronic pain Long term conditions	 <b>A&amp;E or 999</b> Emergencies only  Choking Chest pain Blacking out Serious blood loss
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All patients entering the Surgery will be screened for the key symptoms of Coronavirus: new persistent cough, fever or loss of sense of taste and smell. Do not come to the Surgery if experiencing any of these symptoms.

# Practice News

## Team news

We have two new GPs that started at the Practice in July and September and will be working between three to four days a week

**Dr Stephen Longworth**

**Dr Abisola Oduwole**



**Dr Stephen Longworth**

**MBChB MSc (Sport and Exercise Medicine) FRCGP FRACGP Dip Musculoskeletal Medicine  
Dip Primary Care Rheumatology**

**Note from Dr Longworth**

I am delighted to be joining the outstanding team of GPs, Nurses and Support Staff at Ainsdale Medical Centre, who, along with the patients, have made me very welcome.

I trained at Manchester Medical School and qualified as a doctor in 1981.

In 1985 I completed my GP training and became a GP partner in a large inner city practice in Leicester, where I worked until 2015.

I then moved to Perth in Western Australia, where I continued to work full-time as a GP until December 2021.

The pandemic, which cut me off from family for almost two years, forced a radical re-think, so my wife and I returned to the UK to be closer to our children and grandson.

Despite the fact that there is an acute shortage of doctors in the UK, I have had to undergo a complex, lengthy, and at times deeply frustrating process to return to being a GP in the UK. I am very grateful for the help of my supportive new AMC colleagues in completing this.

The NHS faces significant challenges on many fronts; I hope we can all pull together to meet them successfully.

Steve



**Dr Abisola Oduwole**

**MB ChB 2015 Olabisi Onabanjo University**

Dr Oduwole is returning to the Practice having previously been a Registrar under the supervision of Dr Fred Weindling. We feel lucky to have Dr Oduwole back at the Practice caring for our patients.



## Team News continued:

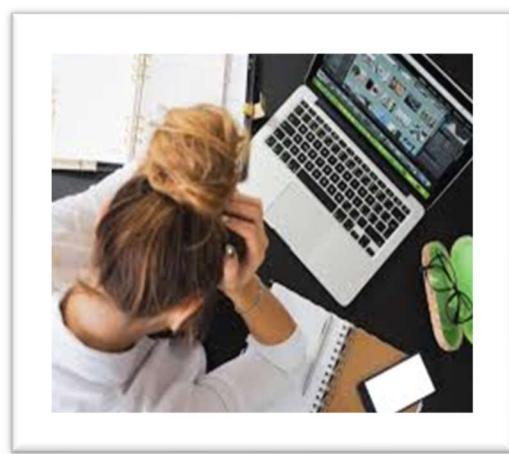
March saw the arrival of a new reception team member – Jane. She hasn't worked in general Practice before, but she has hit the ground running in a hectic and demanding environment and absorbed so much information quickly. We are recruiting two new Receptionists, so please bear with us as they will need training and may take longer dealing with your enquiry.

Sadly we said goodbye to three Receptionists in July and August; this has been due to the demands of such a fast-paced environment and personal reasons.

Dr Temi Dipeolu recently left the Surgery after a year-long placement completing her Speciality training as a General Practitioner. We were sad to see Dr Dipeolu go as she's been an essential part of the team, but we wish her well with the rest of her career in Medicine.

In January, we were joined by Dr Kehinde Kareem, a Registrar carrying out Speciality training with Dr Stuart Bennett. We also saw the arrival of two new Doctors doing Speciality training, Dr Mezue Ezekwesili is in his final year, and Dr Emmanuel Okenyi is in his second year.

## Pressure on services



Pressures for Clinician appointments have increased, and we would like to share our statistics on what things looked like pre-pandemic and now.

The Practice compared the Doctor's appointments in May 2019 (Pre-pandemic) and May 2022. The Doctors consulted with **3661** patients in **May 2019** compared to **4229** in **May 2022**, an increase in demand of 15 per cent.

The Nurse's appointments have also increased; pre-pandemic saw **May 2019 at 288** and **May 2022 at 743**, an increase in demand of 158 per cent.

We are constantly trying to improve the standard of care and services we offer. Therefore this means you might be signposted the most appropriate route of care.



## Doors opened

In December 2021, we saw the opening of the doors and the return of patients being able to walk into the Practice without the need to press the intercom. We still have precautions in place, so you might be asked by the Receptionist on booking your appointment whether you have respiratory problems. If so, you will be booked in as a telephone call, and the GP will assess whether your appointment can be made a face to face. We do this to keep all our vulnerable patients and staff safe.



## Building Work

The Surgery is currently undergoing building work at the rear of the Practice to create two additional consulting rooms, which we hope will ease the pressures of clinical room space. We expect this work to be completed by the end of October 2022.



## Patient Participation Group (PPG)

We sadly said goodbye to our Chair, Helen Graham, after being in post for the last three years. Helen was a huge support for the Practice. We thank Ken Lowe, who has stepped in as temporary Chair. The group's input, support and feedback are invaluable, and we would like to thank all members who have volunteered to help at the Flu clinics in October... If you would like to know more about our PPG, you can make initial contact with our Chair, Ken Lowe, via email - [ainsdale.patients@gmail.com](mailto:ainsdale.patients@gmail.com)

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.

They can issue you a voucher to get an emergency food parcel from your local food bank if needed.



The winter months can be challenging

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 every day).

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)



**Carers UK**

[www.carersuk.org](http://www.carersuk.org) [info@carersuk.org](mailto:info@carersuk.org)

**In England, Scotland and Wales**

Telephone: 0808 808 7777

Monday to Friday, 10 am to 4 pm

A screenshot of the NHS APP mobile application. The screen shows a blue header with the NHS logo. Below the header, there are several buttons and sections: "How are you feeling today?", "Check symptoms", "To access your GP services", "Log in or create account", and "Terms and conditions". The main content area features the text "NHS APP" in large white letters, followed by a descriptive paragraph: "The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.".

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

For access to a range of other services, like lab results, 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.

We are currently unable to book appointments using this service, but we are constantly looking at making improvements, so this will be activated in due course.

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

And follow us on Facebook – Ainsdale Medical Centre

