



WELCOME TO OUR Spring NEWSLETTER 2024

Ainsdale Medical Centre

We are pleased to send you our Spring 2024 newsletter, which contains practice news and wider primary care messages and announcements.

We hope you enjoy this newsletter.

FRIENDS AND FAMILY DATA



In February 2024, **597** patients utilised our Friends & Family questions to provide feedback on their experience at the Practice. Out of these ratings, 96.5% were classified as Very Good/Good, while 2% of respondents expressed dissatisfaction with the service provided. We are grateful for this feedback and will use it as a point of discussion in our upcoming staff meetings.

"The service I received both today and also yesterday was first class, from the reception desk and by both doctors that I spoke to on the phone and in person today."

"Pleasant prompt and caring."

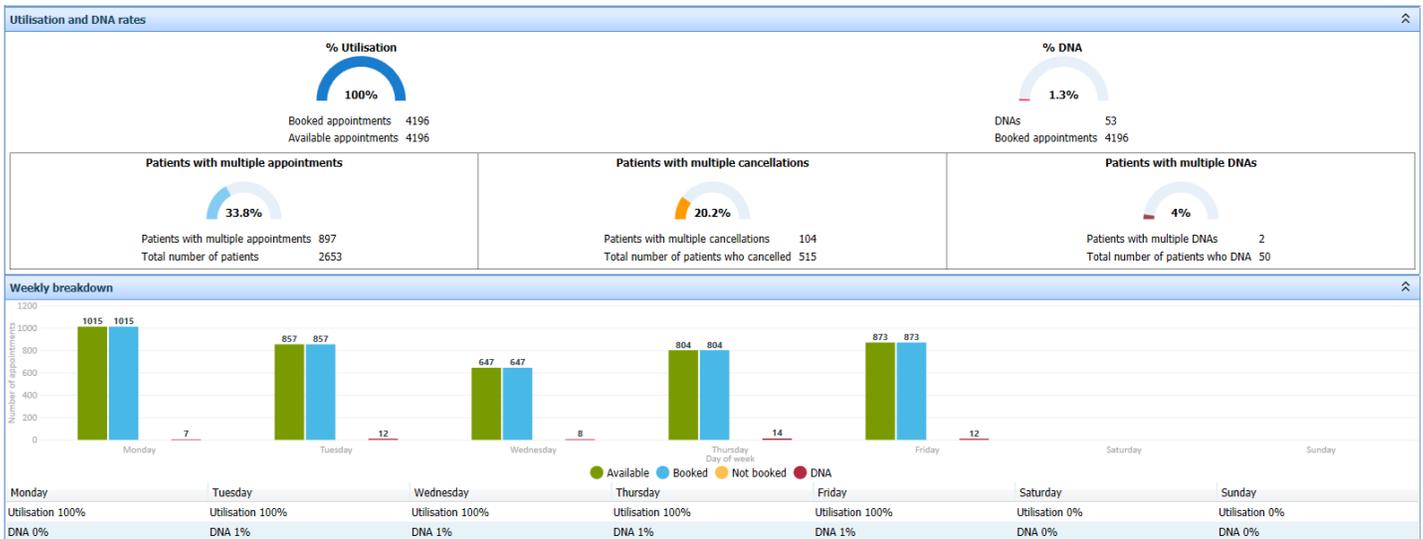
"I was treated respectfully, listened to, and given time to speak and I was given clear and knowledgeable advice."



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PRACTICE DATA FOR MARCH 2024

How many appointments are we offering – how many DNA's
4196 appointments – 53 Did not attend (This does not include the Nursing Team data)



We kindly request your help and cooperation in using our text reminder service to cancel your appointment if you cannot attend. By doing so, you not only open up the appointment slot for another patient to see the clinician but also reduce lost appointments. If you are currently not receiving text message reminders, please contact the Practice, and we will ensure that your mobile phone number is added to your records.

Other important data recorded in March 2024

Prescription requests processed and dispensed: **4724**

Incoming calls – **6610**. The average wait time is **3 minutes 14 seconds**, and the call length is **5 minutes 13 seconds**.

Online digital requests, PATCHS: **153**

Patient administration – Patients Registered = **66**. Patients deducted = **55** and **7** Temporary Residents.

Practice website – WWW.AINSDALEMEDICALCENTRE.NHS.UK

Facebook page - www.facebook.com/ainsdaledoctors/

Ainsdale Medical Centre, 66 Station Road, Ainsdale. Southport. PR8 3HW Tel: 01704 575133

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Practice News

There have been a few changes at the Practice – as we bid farewell to Dr Sarah Burton and Dr Zainab Khan. We welcome our new Training GP's, Dr Rebecca Grimes, Dr Vartika Kaushik and Dr Karim

Elemiri, who bring fresh perspectives and expertise to the team. Additionally, we have two new Care Coordinators – Charlotte and Ellie- who are settling in well and showing excellent interpersonal skills, a friendly face, welcoming patients and signposting them to the most appropriate care.

Notably, Ainsdale Medical Centre collaborates with GP 7 Day, an extension service offering evening and weekend appointments catering to working individuals' needs.



The new telephone system, implemented in January 2024, features a convenient ringback service and has received positive feedback. Patients can expect a callback once they reach their designated position in the queue, enhancing your experience.

Several members of the team are excited to participate in the Queenscourt Hospice Star Trek walk on the 3rd of May, hoping to raise funds for Queenscourt and support the hospice's valuable work in providing care and support to those in need.

The Practice has changed its services and can no longer offer ECG tests to patients. Instead, patients will be referred to Aintree Hospital, or an appointment will be made at GP 7 Day, where appointments are available. Patients requiring an urgent ECG will be referred straight to urgent care.

Dr Bennett is spearheading a cutting-edge lipid project that focuses on implementing the latest cholesterol therapy and guidelines to enhance cardiovascular health and reduce vascular risk for high-risk patients in our care. This initiative underscores our dedication to innovation and ongoing research efforts to advance patient care.

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Have you registered for the NHS App?

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google Play or App Store. You can also access the same services via a web browser by logging in through the NHS website. You must be aged 13 or over to use the NHS App.



PHARMACY FIRST

Your local pharmacy team can help with your minor health concerns, which are listed below. If you call the Surgery for any of the below, the Admin Team will refer you to a local pharmacy.

Acute Otitis Media*	1 to 17 years
Impetigo	One year and over
Infected insect bites	One year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	Five years and over
Uncomplicated urinary tract infections	Women 16-64 years



Mobile phone

It is really important that you keep your mobile number up to date with the Practice. This helps us send you any updates or changes that may be happening.



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Patient Participation Group (PPG)

The group's input, support and feedback are invaluable to the Practice, and we would like to thank all members. If you would like to know more about our PPG, you can make initial contact with our Chair, Ken Lowe, via email at -ainsdale.patients@gmail.com

Or visit our website for more information.



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

<https://www.bhf.org.uk/informationsupport/heart-helpline>

Call 0808 802 1234 (freephone).

Our Helpline is open weekdays from 9 am to 5 pm.



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.

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