MOORE STREET SURGERY

PATIENT PARTICIPATION GROUP

NEWSLETTER 2018

77 Moore Street Bootle Liverpool L20 4SE

TEL: 0151 944 1066 FAX: 0151 933 4715

[WWW.moorestreetsurgery.nhs.uk](http://WWW.moorestreetsurgery.nhs.uk)

Surgery Opening Times

|  |  |  |
| --- | --- | --- |
| **Monday** | 8.00am - 6.30pm |  |
| **Tuesday** | 8.00am - 6.30pm |  |
| **Wednesday** | 8.00am - 6.30pm |  |
| **Thursday** | 8.00am - 6.30pm |  |
| **Friday** | 8.00am - 6.30pm |  |
| **Saturday** | **Closed** |  |
| **Sunday** | **Closed** |  |

**We do not close at lunchtimes.**

**NEW - Appointments for the next working day can be booked online from 6:30pm.**

**NEW SERVICE - 7 DAY ACCESS**

**Appointments can be made Monday - Friday evenings. Saturday & Sunday mornings.  Based at Litherland Town Hall, Hatton Hill Entrance.  Please contact reception for appointments or details of the service.**

**Christmas & New Year Opening Times**

**We are closed on the Festive Bank holidays: Christmas Day, Boxing Day and New Year's Day we are open normal working hours otherwise.**

**MOORE STREET SURGERY**

**PPG NEWSLETTER**

Welcome

Patient Participation Group newsletter; this is to aid in the role of promoting good communication between practice and patients. Included in this newsletter you will find information about the practice and any changes that have happened or about to happen. You will also find help in accessing the services which the practice provides.

The PPG aim to produce this newsletter annually and it will be circulated by the following methods:

* Email to those valid email addresses that are held by the surgeries
* Available from either Surgery (newsletter stands located in the reception area)
* On the surgery website

**Flu Vaccination Information – appointments available from October 2018**

Flu circulates every winter. This means many people get ill at around the same time. In a bad year, this can be an epidemic. However, it is impossible to predict how many cases of flu there will be each year.

Not everyone needs to have a flu jab, just people who are at particular risk of problems if they catch flu. You are entitled to a flu jab if:

* You are aged 65 or over
* You are pregnant
* You have a serious medical condition
* You live in a residential or nursing home
* You are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
* Your child is in an at-risk group and is aged six months to two years

You should also be offered the flu vaccination if you are a healthcare or social care worker directly involved in patient care.

The final decision about who should be offered the vaccination on the NHS is a matter for your GP, based on your medical history and circumstances.

Additional information:

* The flu jab will provide protection for you for the upcoming flu season.
* People eligible for flu vaccination should have the vaccination each year.
* The vaccination does not contain any live viruses, so it cannot cause flu. You may get a slight temperature and aching muscles for a couple of days afterwards, and your arm may feel a bit sore where you had the injection. Other reactions are rare, and flu jabs have a good safety record.
* It is fine to have a flu jab while you are taking antibiotics, provided you are not ill with a fever.
* It will take 10 to 14 days for your immune system to respond fully after you have had the jab.
* You should not have the flu vaccine if you have ever had an allergic reaction to a flu vaccine or one of its ingredients. This happens very rarely. You also need to take precautions if you have an egg allergy.
* The vaccine poses no risk to a breast feeding mother or her baby, or to pregnant women.

**Please contact reception desk to book your appointment. Available from October 2018. 0151 944 1066.**

**Did Not Attends (DNAs)**

The Practice always tries to fit patients into appointments as soon as possible but sometimes they have no available spaces. So why are so many people not cancelling their appointments when they cannot attend?

**DNA figures to date for this year for the doctors, nurses and HCA’s are as follows;**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Month** | **Doctors** | **Nurses** | **HCA’s** | **Total** |
| **January** | **71** | **41** | **53** | **165** |
| **February** | **70** | **45** | **70** | **185** |
| **March** | **73** | **57** | **33** | **163** |
| **April** | **89** | **40** | **39** | **168** |
| **May** | **117** | **48** | **54** | **219** |
| **June** | **95** | **36** | **38** | **169** |
| **July** | **90** | **46** | **42** | **178** |
| **August** | **79** | **39** | **44** | **162** |
| **September** | **76** | **24** | **42** | **142** |
| **October** | **100** | **36** | **48** | **184** |

Despite previous DNA reported rates the trend still remains extremely high and it is disappointing that patients are still failing to communicate with the surgery that their booked appointment is no longer required. This can be done by the following means: cancellation line, text messaging, or for those who have registered, on-line.

**In the Practice there is going to be closer monitoring of persistent offenders and if individual patients DNA three times within a twelve month period then they will be given 28 days’ notice to find another GP surgery, i.e. ‘three strikes and you are out’.**

**Online Access**

The Practice, at the time of publication, has 1454 patients registered to receive online services. If you are able to access the on-line system you will find making an appointment with a doctor so much easier.

**Please remember that online appointments are to discuss one problem with a GP.** If you would like to discuss more than one appointment or need to be booked in for a specific clinic; please book an appointment with a receptionist either face to face or via the telephone. You will also need to speak to a receptionist to book an appointment for anyone other than yourself.

**We welcome new staff members to the Moore Street Surgery Team**

Dr Sarah Akbar

Lyn Whittaker and Nick Oliver Receptionist’s

Shannen Smith Adminstration

**Ask your pharmacist** Health experts in Sefton are reminding residents to ask their pharmacist about the range of services available in local chemists during a week long campaign, running from 5 to 11 November, and beyond.

NHS South Sefton Clinical Commissioning Group (CCG) is supporting ‘Ask Your Pharmacist’ week, which highlights the range of services and support that is available to people from their local chemist with a focus this year on medicines safety.

Ask Your Pharmacist week complements ‘Stay Well this Winter’, which encourages people to look after themselves during the colder months, as part of the wider national campaign, ‘Help us Help You’. The campaign reminds people to see a pharmacist if they need advice on minor illnesses and / or medication; and for older people it is a reminder to keep warm during the winter months by putting on an extra layer or turning up their heat.

Often, people make unnecessary trips to the GP or even A&E, when their neighbourhood chemist could help instead. In recent years, pharmacists have expanded their role, and now provide a wide range of clinical and public health services, within easy reach of the people who need them most.

Graeme Batten, pharmacist and chairman of the Local Pharmaceutical Committee (LPC) in Sefton, said: “We offer expert advice and support on a range of topics without an appointment; we can offer advice on the correct and safe use of medicines and devices as well as healthy living advice such as looking after yourself in the winter months. Many pharmacies also offer blood pressure checks and other services such as stopping smoking and providing emergency hormonal contraception.

**World Antibiotic Awareness Week** Together with Sefton Council we are urging Sefton residents to play their part in Public Health England’s effective campaign to help keep antibiotics working.

The ‘Keep Antibiotics Working’ campaign has returned this month due to its success in October 2017, to remind us that taking antibiotics when we don’t need them puts us and our families at risk. It’s important that, when it comes to antibiotics, we always take our doctor, nurse or healthcare professional’s advice.

Dr Anna Ferguson at the Strand Medical Centre in Bootle, said: “It is so important that people realise that antibiotics are not always the answer and that the more they are used to treat minor health conditions; the more likely they are to become ineffective for treating more serious conditions.

“For minor illnesses such as coughs and colds your local pharmacy can advise you on which over the counter medicines can help. They can also speak to you about self care such as keeping warm during the winter months and looking after yourself and others around you should you become unwell.

**Next meeting will be January 2019**