

TEL: 0151 944 1066

FAX: 0151 933 4715

www.moorestreetsurgery.nhs.net

Moore Street Surgery

OTHER GP IT PROJECTS FOR 2020

A NEW TEXT MESSAGING SERVICE

DIGITAL DICTATION

DIGITAL RECEPTION

This is likely to be an IPAD or equivalent device that will be secured to reception and will allow your reception staff to signpost patients to digital services such as e-consult, patient online, NHS App and your website for friends and family test etc....

Practice News

We are sad to inform patients that Dr Roberts is set to retire June 2020.



BOOKING APPOINTMENTS

The surgery has pre bookable appointments and telephone consultations available. We are open from 8am – 6:30pm. We also have, on the day appointments which are released at 6:30pm the night before and available to book online. On the day appointments are available on the day from 8am by ringing the surgery or booking in person.

ONLINE SERVICES

You can book your appointments online and order your medication, please ask at reception for details and register to use this service.

E CONSULTS – From March 2020 Moore Street Surgery will have E Consults.

eConsult is free to use for NHS patients. Use eConsult to ask your GP surgery about your health symptoms, conditions or treatment. You can even request things like sick notes and GP letters. Simple to use and you will be prompted on the practice website on how to use and to do your request.



- Find your symptom, condition or request.
- Fill out a quick form.
- The practice responds back by the next working day.

PRACTICE PARTICIPATION GROUP

Next meeting Tuesday 4th February 2020

12:30

We are always trying to improve our service to you and we would like your help. Please join our group and share your ideas on how we can work differently to make things better for our patients. Please ask at reception for details.



Crosby Memory Café

The Memory Café in Crosby hold meetings from **11am to 12 noon on the first Friday of each month** at

Marine Football Club, College Road, Crosby, L23 3AS.

It is an ideal opportunity for people living with dementia and those who care for them to meet, share ideas and discuss common concerns.

Practice News 2020

Well done to the practice staff who raised £60 for Help for Heroes By donating money for the staff annual Christmas jumper day.

The next Moore Street Surgery community donating project will be Whitechapel which runs foodbank and homeless support for Bootle and the surrounding areas.

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WALK IN CENTRES

The nearest walk in centre is Litherland Town Hall **0151 475 4668**

Monday – Friday 8am – 6pm / Saturday & Sunday 10am -6pm.

They provide treatment for minor illnesses and injuries. They are open every day, no appointments needed, have city wide locations.

7 DAY ACCESS

You can now book routine, non-urgent evening and weekend appointments with a Doctor, Practice Nurse or other health care professional.

The service will run:

Monday to Friday 5.00pm - 8.00pm

Saturday and Sunday 10.00am - 1.00pm

at Litherland Town Hall, Hatton Hill Rd, L21 9JL.

You can book appointments and get more information via your GP practice. Simply ask reception staff for details.

PHLEBOTOMY SERVICES

We provide our own phlebotomy service at the surgery 5 mornings a week from **8am - 12pm**. Appointments can be made at the reception desk.

Alternatively you can attend Sefton Road Centre, Netherton Health Centre, Bootle Health Centre, Prince Street, Thornton

COMMUNITY TREATMENT ROOMS

Provide the following treatments:

- **wound care**
- **removal of sutures / clips**
- **ear syringing (over 16yrs of age)**
- **injections (not travel).**



Available, Netherton Health Centre, Maghull Health Centre, Bootle Health Centre, Litherland Town Hall and Prince Street. To make an appointment contact the booking line on **0151 475 4007**.

Support & Advice for Carers

If you are looking after a sick, disabled or frail relative or friend without payment then you qualify as a carer. If you wish to register as a carer, please contact reception. If you are registered as a carer then you can access free support and advice from Carers Trust. For free support and more information about caring including your benefits and rights as a carer, please contact Sefton Carers Trust on 01512886060 (9am – 4:30pm). For further information, please visit the Carer's Trust website

www.sefton-carers.org.uk



SMOKING CESSATION CLINICS

We have a smoking cessation clinic at the surgery every **Monday afternoon**, patients receive support on stopping smoking for good, patients are four times more likely to quit with NHS help. Please ask at reception for details or to book an appointment.

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Women urged to attend their cervical screening

Cervical cancer affects around 3,000 women in the UK every year, making it the most common form of cancer for women under the age of 35. According to Jo's Cervical Cancer Trust, 75 per cent of these cases can be prevented through testing.

Screening is the best way to test for human papillomavirus (HPV). If the test comes back positive for HPV, the sample will then be tested for abnormal cells. If left untreated, abnormal cells can develop into cervical cancer.

It's a quick and simple procedure which makes sure abnormal cells are spotted early – when it is easier to treat. The test only takes a few minutes and could prevent cancer. If you are eligible, we would highly encourage you to attend your cervical screening.

We have appointments available with our practice nurses, morning or afternoon and Dr Akbar will have clinics available from **March 2020** to see her. If you have issues with appointment times please let the reception staff know who will gladly take your details and speak to our nursing team to arrange a time more convenient if possible.

Thanks to the GP Extra service, local residents can also book to have their smear test carried out by a practice nurse on a **weekday evening (5-8pm) or, weekend including bank holidays (10am-1pm)**, making it easier for those who are busy during the day to attend their screening. You can book an appointment for this service via reception.

Get the vaccination — not the flu!

It is very important to protect yourself against flu by simply having the free vaccination here at the surgery if you are eligible. You are eligible for a free flu vaccination at the practice if you:

- **Have diabetes**
- **Are pregnant**
- **Are aged 65 and over**
- **Have a BMI of 40 or above**
- **Care for a friend, relative or neighbour**
- **Are 2 or 3 years old**
- **Have a long-term condition which places you at higher risk of flu virus complications.**



Please book your appointment at reception.

Shingles

If you're aged **70 to 74, or 78 to 79** you are eligible for the shingles vaccine also which can be done at the same time as your flu vaccination.

Accessible Information standard

Moore Street Surgery have implemented changes to adhere to the accessible information standards policy.

Accessible information is information that you can understand. What makes information accessible is different for different people; there is no one size fits all as people often have different needs.

Most people are aware that there are lots of different ways of making information more accessible. This is why it is important to know the needs of the people or person your information is for. People may need information presented in a particular way because of a particular impairment. Examples might include visual impairment, hearing impairment or a learning disability. It might be necessary to offer spoken versions, braille, phone calls, sign language, Makaton or easy read to make information accessible.

All our staff have had training update and will gladly help patients with any requests.

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Young Persons

Online Record Access

From the age of 16 you can apply to have online access to your medical record—this means that you can book appointments online (or through the smartphone app), request repeat prescriptions. To find out more visit our website www.moorestreetsurgery.co.uk



Looking after your Mental Health

Mental health problems can occur for lots of different reasons, exactly the same as physical health problems. Just like with your physical health, it's really important to take good care of your mental health. Young Minds is the UK's leading charity for helping to improve the mental health and well-being of young people. Visit www.youngminds.org.uk to find out more.

Are You a Young Carer?

Do you look after your mum, dad, brother, sister or other relative, because they are ill or have a disability?

Do you sometimes worry about them?

Do you ever feel alone?

Are you struggling a bit at school?

Do you feel like no one really understands?

If you are aged between 5 and 17 years of age and looking after someone in your family who couldn't manage without you, then you are one of the 4,000 or more young carers that we estimate live in Sefton.

Help is available - If you would like to talk to someone please contact a member of the Sefton Young Carers team on **0151 288 6060**.

Maybe you are a young adult carer?

If you are a young adult carer, aged between 16 – 24 years? We can also help you.

We realise that for young carers the transition from childhood to adulthood can be much more difficult than for young people without a caring role at home. If you feel that you are missing out on college, training or employment, call us, we are here to help - **0151 288 6060**

Sustainable Development

For the past year Moore Street Surgery has been looking at the sustainable development of the practice.

Looking at environmental impact, social impact and financial impact. We have made many changes, from car-pooling, biking to work, in house recycling (we do not have recycling bins so staff take home to put in their recycling), we do not print medical notes these are put on disks which has reduced paper and the need for toners and printing. We will in the next few weeks be changing from fax machine to right fax an electronic fax solution. We are also on a campaign to update patients details and obtain email addresses in another way of reducing paper, postage and telephone costs.

