

SEPTEMBER 2019 NEWSLETTER

Flu Jabs!

Yes, it is that time of year again. There are two vaccines this year – one for the over 65s and one for the under 65s. The under65 deliveries have been delayed until November (out of our control). We have two deliveries booked for the over 65s – early September and October. We will be sending messages about clinics once the first delivery is received. If over 65, please try to get in for your flu jab before the end of October.

Extended Hours

Since the Primary Care Networks have come into being from 1st July and the rules have changed about the provision of extended hours, St. Helens Rota has staffed several sites over the network area. This seems less popular in terms of timing and flexibility than the Albion Street or Vista Road services previously offered but the new service is in accordance with the restrictions that were set.

The Telephone System

We have a new telephone system in place which records all in-coming and out-going calls to the practice. There is a brief message on the system prior to being put through to reception staff. Calls are queued in the order they are received so in theory it should be much better when phoning for an appointment as you only phone once and are held in a queue rather than getting the engaged tone and re-dialling.

The glitch is that if nobody phones the practice for half an hour, the receptionists logged on get logged out and are not told they are logged out and anyone phoning after this gets the engaged tone. We are in urgent talks to get this fixed.

Dr Rosie

Huge thanks for all the get well wishes and cards and gifts. Many thanks for your patience during the end of July and the month of August due to Dr Rosie's sudden incapacity and recovery period. We are very grateful to Drs Emma Hughes and Martina Cornwell who were able to help out at very short notice.

It is so lovely to work in a practice where the patients care about the doctors!

Care at the Chemist

Please visit the CCG website and have your say on the Care at the Chemist survey. You have until 21st September to complete this or risk losing this service which is very helpful in freeing up GP appointments that would otherwise be taken up with minor illnesses. Fellow GPs want this service to continue but it is at risk due to the cost involved. GP access will deteriorate if this service is stopped.

Blood test requests

If requesting a blood test for purposes other than monitoring – for example, if told you need a blood test in 6 months that is fine – please book in with a doctor (telephone or face-to-face) to discuss this. Depending on the reason, other tests might need to be requested at the same time. Sometimes requests are inappropriate. We are not able to request tests without clinical assessment first.

HRT Shortages

To all patients on HRT – good luck! We have been given a list of available alternatives so if your pharmacist cannot get your preferred HRT, we should be able to sort something.