

JULY/AUGUST NEWSLETTER 2019

Primary Care Networks

These launched on 01.07.19 and apparently it is now possible to get longer GP appointments as additions to the primary care health team have freed up more GP time. Er.... not exactly. The only changes so far has been the change of location for our extended hours – instead of being offered over four nights at Albion Street, they are available on a Friday night and a Saturday from Rainford Health Centre or Windermere practice in Moss Bank. In addition, on a Tuesday evening, there are improved access appointments held at Rainford Health Centre. Please make use of these appointments if appropriate to free up GP access in normal working hours.

Patient Survey

Many thanks to all of you who took part in the Patient Survey – we are overwhelmed as ever by your support of the practice. This is much appreciated.

GP access

Due to unforeseen circumstances, there will be limited GP access from the end of July for hopefully no more than 4 weeks. We are trying but are very unlikely to be able to find locums at such short notice. For routine BP review, please book in with the nurse. For minor self limiting illnesses, please either sort these yourself or see the pharmacist. Do not book appointments for anything dental. Please make every effort to get to the practice rather than request visits. For minor injuries, please by-pass the surgery altogether – use the walk in centre or A+E as appropriate. Please self refer to physiotherapist via the walk in centre for musculoskeletal issues.

Park Run Practice

We are officially now a practice that supports the local park runs held every Saturday at 9am. The two nearest are at Edge Hill University and Victoria Park (Mansion House) in St.Helens. This is a 5km walk/run to encourage improved fitness and get people more active and healthy. Please see the notice in reception or Google 'Park Run'.

SMS Messages

We are using a text messaging service more for patient contact so it is vital we have your correct phone details. If you change your mobile number, please update the practice with your new number.

Hospital Discharge

We have been told that one local hospital is currently trying to discharge patients after surgery without pain relief for which they are advised to see their GP. This seems too extraordinary to be true but please let us know if this happens to you.

Summer Holidays

Please keep safe. Allow plenty of time for vaccinations. Use at least factor 30, preferably factor 50 sunblock and keep hydrated. Keep moving on long haul flights to reduce DVT risk.

Change to the telephone system

We will shortly be introducing a new telephone answering system allowing calls to be queued – up to five calls at a time. You will be told the number you are in the queue. This might ease frustration for those repeatedly phoning in at the same time. This should reduce the frequency of getting the engaged dial tone.