



WELCOME TO OUR SUMMER NEWSLETTER 2024

Ainsdale Medical Centre

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

We hope you enjoy this newsletter.

FRIENDS AND FAMILY DATA



In July 2024, **537** patients utilised our Friends & Family questions to provide feedback on their experience at the Practice. Of these ratings, 97.5% were classified as Very Good/Good, while 1% of respondents expressed dissatisfaction with the service. We are grateful for this feedback and will use it as a point of discussion in our upcoming staff meetings.

“Recently became registered at Ainsdale Surgery and it seems so professional. The reception staff are very friendly”

“The nurse I saw was very good, listened to me, was very empathetic and helpful”

“Very professional but also put me at ease by explaining everything clearly”



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PRACTICE DATA FOR JULY 2024

How many appointments are we offering – how many DNA’s

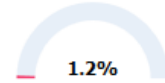
4298 appointments – 53 Did not attend (This does not include the Nursing Team data)

% Utilisation



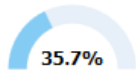
Booked appointments 4298
Available appointments 4298

% DNA



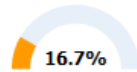
DNAs 53
Booked appointments 4298

Patients with multiple appointments



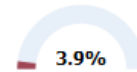
Patients with multiple appointments 941
Total number of patients 2633

Patients with multiple cancellations



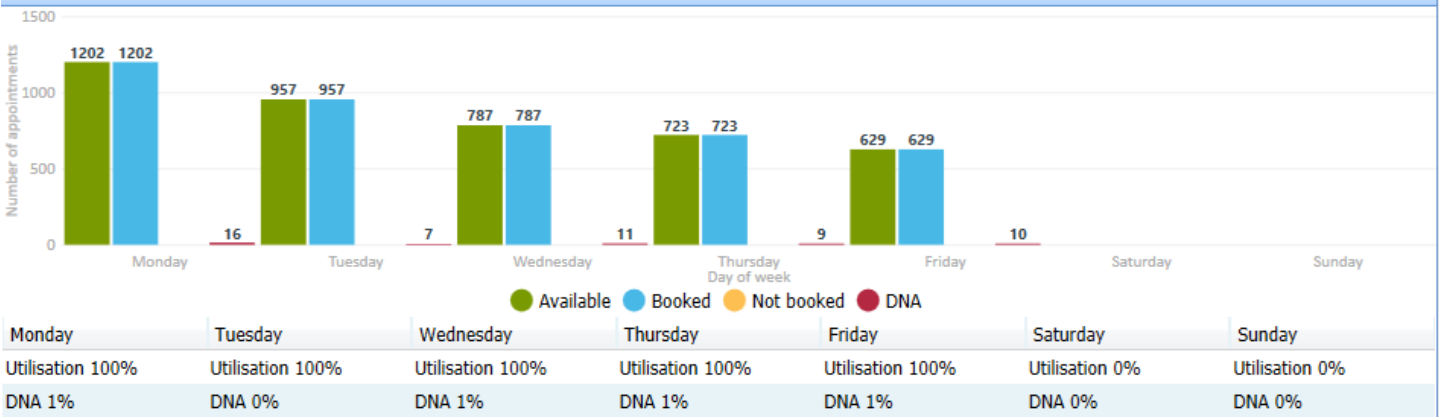
Patients with multiple cancellations 79
Total number of patients who cancelled 472

Patients with multiple DNAs



Patients with multiple DNAs 2
Total number of patients who DNA 51

Weekly breakdown



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.

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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Other important data recorded in July 2024

Prescription requests processed and dispensed: 6040

Incoming calls – 6453. The average wait time is 108 seconds, and the call length is 224 seconds.

Online digital requests, PATCHS: 137

Patient administration – Patients Registered = 61. Patients deducted = 60, and 6 Temporary Residents.

Practice News



We sadly said goodbye to Sister Steph O'Connor, who has worked at Ainsdale Medical Centre since June 2016.

Steph has been a valued member of our Practice, providing compassionate care and support to all our patients. We would like to take this opportunity to wish her all the best in her next role and thank her for her hard work, dedication, and commitment to our Practice.



We also said goodbye to Jo Woodcock (our in-house pharmacist), who has embarked on her new adventure within the PCN. Jo provided unwavering support to patients and staff with her extensive knowledge and compassionate nature, and she will be sorely missed.



We are thrilled to welcome Jack, who has taken over from Jo, as our new in-house pharmacist. With his expertise and dedication to maintaining the health and well-being of our patients, we are confident that Jack will provide exceptional care.



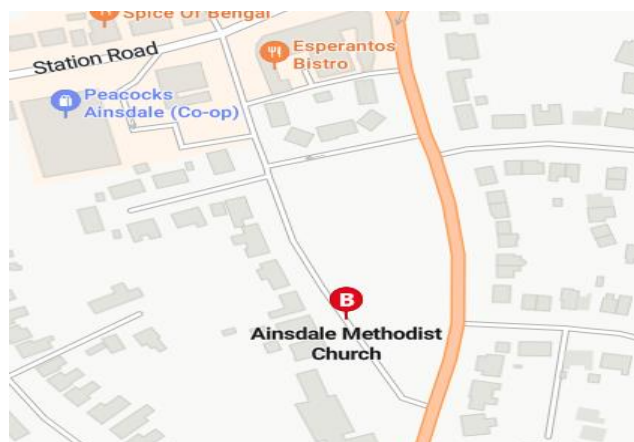
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New Training GP's joining the Practice in August

Please join us in welcoming three new Training GPs to the Practice: Dr Xueying Zhu, Dr Nehal and Dr Raghad Khoujali, who started on 7th August. We look forward to the positive impact they will bring to the Practice.

Flu Vaccinations – Over 65 Clinics at Ainsdale Methodist Church. PR8 3NQ

Date	Time	Patient Group
Wednesday 9th October	9 am to 12 pm	Surnames beginning A to D
Wednesday 9th October	1 pm to 4 pm	Surnames beginning E to K
Wednesday 16th October	9 am to 12 pm	Surnames beginning L to Q
Wednesday 16th October	1 pm to 4 pm	Surnames beginning R to Z



If you are unable to attend on your designated day, you can attend either. We do try to keep to slot time and date to avoid queues.

If you are housebound and unable to attend the clinic, please let the surgery know so we can add you to the home visit list. This is strictly for housebound patients only.

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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.



See your GP health record on the NHS App

- you can see all new entries
- includes consultation notes, medicines and immunisations
- need help? Get support in the app or visit nhs.uk/helpmeapp



If you live or work in Sefton, our service can offer you and individual quit programme for up to 12 weeks.

You will be offered weekly tailored advice and support from a Specialist Practitioner to help plan and manage your quit attempt.

We are a vape/e-cigarette friendly service and can offer a choice of stop smoking medications including Champix* and Nicotine Replacement Therapy.

We work alongside the NHS, local pharmacies, and a range of other organisations to support your journey to becoming smoke-free. www.smokefreesefton.co.uk

PHARMACY FIRST

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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 urinarytract infections	Women 16-64years



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.



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.



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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.