



Summer/Autumn Newsletter August 2023

Signposting patients to other services more appropriate for their care



Ainsdale Medical Centre has adopted a Signposting Service operated by our trained staff.

We have trained our staff to ask appropriate questions about your call so they can allocate you to the most suitable clinician or alternative service.

These staff members are NOT prying; they work under the GP's instructions and are bound by the same code of confidentiality as the clinical staff.

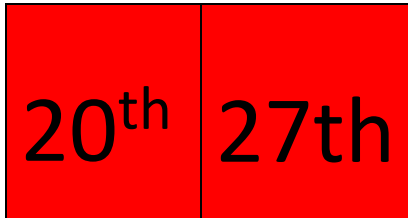
For example, if you have an eye problem, you may be signposted to an optician; if you have a mouth problem, you may be signposted to a dentist, or you may be signposted to a pharmacy.

*** Our normal Surgery opening hours are ***
Monday – Friday 8.00 am to 6:30 pm

The Surgery is closed on the following dates in December: **Bank Holiday: Mon 25th, Tue 26th and New Year's Day, Monday 1st January 2024**

Call 111 or use 111 online for advice when the Surgery is closed.
Always Call 999 in the case of a life-threatening emergency.

September 2023 FLU CLINICS Over 65's



Flu Clinics: Save the Dates

Our community flu clinics this year are scheduled over consecutive Wednesdays (the 20th and 27th of September) at the **Ainsdale Methodist Church**.

We will send further details to eligible patients at the beginning of September. If you cannot attend your allocated slot, you can attend either clinic; no need to phone the Surgery.

If you are eligible for the flu vaccination, please support the Surgery by attending our events.

There will be a Health and Well Being Event running alongside our flu clinics at the church on both days. Members of our Patient Participation Group will be there talking to our patients. Please take the opportunity to chat with them if there is anything you would like to say about our Surgery.

Flu Clinic for 18 to 64 at Risk, Pregnant, Vulnerable

**BY
APPOINTMENT
ONLY**

The Surgery has organised an appointment-only Flu clinic on:
Saturday, 7th October, between 9 am and 3 pm at

Ainsdale Medical Centre

This is only for patients aged between 18 and 64 who are pregnant, vulnerable/at-risk.

We will not vaccinate over 65's in this clinic as it is a different vaccine.

This will be by invitation only; all eligible patients will be contacted in late September.

Children's Flu Clinics – [Dates to be arranged](#)

Children aged 2 or 3 years on 31 August 2023 (born between 1 September 2019 and 31 August 2021)
Children aged 2 to 17 years with certain long-term health conditions

If your child is aged between 6 months and 2 years and has a long-term health condition that makes them at higher risk from flu, they'll be offered a flu vaccine injection instead of the nasal spray.

This is because the nasal spray is not licensed for children under 2 years old.

The nasal spray vaccine offers the best protection for children aged 2 to 17 years. They'll be offered a flu vaccine injection if the nasal spray vaccine is not suitable for them. Injected flu vaccines are also safe and effective.

Practice News

Team News



We sadly said goodbye to Aimee and Trish, two of our Medical Receptionists. We wish them all the best in their future endeavours and trust that their bright spirits will continue to shine wherever their path may lead.

Goodbye, and thank you for being an integral part of our team.

We warmly welcome our newest Team member – Amy, who has joined us as a Medical Receptionist. Amy brings a wealth of customer service experience and a positive and friendly attitude that immediately creates a welcoming atmosphere for our patients.

The Practice now has a General Practice Assistant, Mia. Mia is training as a phlebotomist, so you might see her when you have an appointment with a Healthcare Assistant. Mia will be trained to take blood samples, blood pressure and ECGs (heart traces). She will also do administrative tasks and help with Reception duties.

Dr Mel Ozkan now consults downstairs and can be found in Room 8.

Team News continued



The Practice held a Carer's and Veterans Event on Wednesday, 16th August. We invited the Social Prescriber, Vicky, The Veterans Association, Alzheimer's/Dementia Services, Carers Association, Life rooms and other supportive services, who chatted and provided helpful information to our patients.

If you didn't receive an invitation this time and are a Carer or Military Veteran, please contact us; we may not have it recorded in your medical records.

We would like to look at making it an annual event.

We would like to welcome Sister Elaine Wilcock, our new Practice Nurse. Elaine has worked as a Locum Nurse at the practice but has now joined the Team permanently.

Sister Wilcock works Monday, Wednesday, Thursday and Friday, 8.30 am to 6 pm.

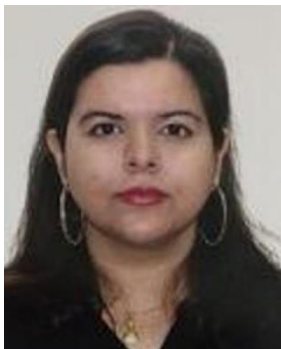
We have a new Registrar, Dr Kaushik Ramanathan, who started with us in August 2023.



Dr Ramanathan is a Registrar conducting Speciality training as a General Practitioner with Dr Fred Weindling. He will be at the Surgery on a year-long placement.

We also have two new Doctors doing Speciality training with Dr Adam Marnell. Dr Khan and Dr Burton will be with the Practice for six months.

Dr Zainab Khan



Dr Sarah Burton



Activity in the Practice








We offered **15,510** Clinician appointments between **May - July 2023**

325 patients did not attend their appointment.

We do send reminder texts to patients about their appointment, allowing them to reply **CANCEL** if the appointment is no longer needed.

6872 Repeat Prescriptions have been processed.

Using the right service

 Self Care Stock your medicine cabinet Minor cuts and grazes Bruises and minor sprains Coughs and colds	 Pharmacy No appointment required Minor illnesses Headache Stomach upsets Bites and stings	 NHS 111 24 hours a day Dial 111 for urgent medical concerns	 GP Advice Out of Hours call 111 Persistent symptoms Chronic pain Long term conditions	 A&E or 999 Emergencies only Choking Chest pain Blacking out Serious blood loss
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Patient Participation Group (PPG)

The group's input, support and feedback are invaluable, and we would like to thank all members who volunteered to help at the Flu clinics in September... If you would like to know more about our PPG, you can make initial contact with our Chair, Ken Lowe, via email - ainsdale.patients@gmail.com

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.

If needed, they can issue you a voucher to get an emergency food parcel from your local food bank.



The winter months can be challenging.

If you are worried about a relative or elderly neighbour, contact Sefton Council on 0345 140 0845 or call the Age UK helpline on 0800 678 1602 (8 am to 7 pm daily).

If you need to talk, whatever you're going through, there are people you can speak to at any time.

Anyone can call the Samaritans on 116 123 (UK-wide) or text SHOUT to 85258 (UK-wide)



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.




Did you know you can download the NHS APP and order repeat medication?

From mid-October 2023, we will be turning on prospective patient access. This will give you online access to lab results, documents, consultations, medication etc.

In the meantime, if you would like access, please get in touch with the Surgery and ask for these services to be activated. You will need to answer security questions, asked by the Receptionist, and it can take up to 6 weeks.

We are working on adding more appointment types for patients to book with Clinicians online. These can range from a Text message consultation, Telephone consultation, Face to Face consultation, and GP-initiated online booking appointment. Please be patient while we work on introducing these appointment types.

<p>Visit our website at www.ainsdalemedicalcentre.nhs.uk</p>	
<p>And follow us on Facebook – Ainsdale Medical Centre</p>	