



Winter Patient Newsletter

Getting in touch with us

Call us on: **0151 334 4019**

While we are closed: **111**

Email us at: cmicb-wi.gatekeeper-n85617@nhs.net

For prescription requests/ queries: cmicb-wi.spitalsurgeryprescriptionrequests@nhs.net

Our website: <https://spitalsurgery.nhs.uk/>

Follow us on Facebook: <https://www.facebook.com/SpitalSurgery> for regular surgery updates.

Keeping you well over the winter

Thank you to everyone who has visited us for your flu vaccines and Covid boosters. We have seen a marked increase in patients testing positive for Covid 19 and a rise in those with chest infections and flu needing hospital treatment, so it is vitally important to give yourself the best protection over the winter months by getting vaccinated.

We are still holding clinics for flu and Covid vaccines at the surgery so if you have not already been boosted, please give us a call on 0151 334 4019 as soon as possible to book in. If you are not sure if you are eligible, ask reception to check.

Warm hubs and cost of living help

With the cost of living increasing and energy prices rising several 'Warm Hubs' throughout Wirral have been set up where you can go to keep warm and enjoy a hot drink and some company. To find your nearest Warm Hubs go to [Wirral Warm Hubs](#) and add your postcode.

For free or low-cost activities in the local area go to [Free or low cost community activities | Wirral InfoBank](#)

HM Government

NHS

Top up your immunity this winter.

Vaccines are the best protection we have against dangerous viruses like flu and COVID-19. Find out if you're eligible for these two essential vaccines now at nhs.uk/wintervaccinations

There is also Community Food Support available to help with access to food banks, hot meals and social supermarkets. Go to [Community Food Help](#) or for emergency food and fuel support go to [Food and fuel support](#)

You can access Wirral Council's financial support scheme for help with food costs, fuel costs, household bills and essential household items by visiting [Wirral's Financial Support Scheme - Wirral Borough Council | Wirral InfoBank](#) or by calling 0151 666 5050.

Staff news

We have a new GP registrar Dr Ntom Madueke training with us over the next few months in addition to Dr Priya Nandakumar. They are qualified doctors training towards becoming fully qualified GPs and have clinics throughout the week.

We have recently started mentoring medical students from The University of Liverpool. Students train with us on four-week placements to gain knowledge and experience and are supervised and mentored by our senior GPs. We are a training practice and feel it is vital to encourage more doctors to enter General Practice. Medical students will be holding small clinics under close supervision.

Prescriptions

Due to the increased workload of our GPs, prescriptions can take up to 72 hours to process so please allow plenty of time when ordering.

Our doctors are incredibly busy and if you forget to order your prescription and an emergency prescription is requested it really impacts on their workload and clinic timings, so we kindly ask that you try to order your medication in plenty of time.

Extended Access appointments

When you make an appointment, you may be offered an extended access appointment on a weekend. These are held either by phone or face-to-face from Allport Surgery and Sunlight Group Practice hub sites and may be more convenient for those working during the week. There are also now weekend smear clinics and vaccination clinics available with more clinics to follow.

Nurse appointments

When booking in with our Practice Nurses, please book a separate appointment for each issue. Our nurses are finding that patients are asking for multiple checks within one short appointment which makes their clinics run late. If you have more than one issue, let reception know when booking so we can make a longer appointment for you.

Winter Pressures

Arrowe Park Hospital have reported that they are at full capacity and their A&E department is under particular pressure, with waiting times of up to 20 hours. If your problem is not urgent, please call the surgery or 111 for help.

Patients Group



We have an active Patients Group which meets every two months to discuss surgery matters, including an update from the Practice Manager and an outside speaker. At our last meeting we had a very interesting presentation

from the Stroke Association and our next meeting in February will include a talk from our Health Coach Georgia to tell us about the BP project she has been working on for our patients.

If you are interested in joining our Patients Group, please contact the surgery or for more information go to the Patients Group page of our website.

The Healing Paintbrush

The Healing Paintbrush uses the therapeutic benefits of art and craft to promote wellbeing and relaxation and is especially helpful for those with anxiety, depression, those who are lonely or bereaved, for carers or those who need a break from stressful lives. The Healing Paintbrush takes place each week as part of a six-week course with a different art or craft activity every week.

If you are interested in joining the next course in the new year, please call the surgery or email us for more information. Spaces are limited so booking is essential.



The
Healing Paintbrush
Arts and Crafts
Wellbeing
Group



**Armed Forces veteran
friendly accredited
GP practice**

Military Veterans

We are a Veteran Friendly accredited practice and would like to offer more support to our military veterans.

Even if you have served just one day in the armed forces, you are classed as a Military veteran. Veterans are more likely to be affected by mental health problems, disability or injury relating to their service.

There are resources on our website under the Military Veterans tab including local support groups.

If you are a veteran, please let us know so we can add a note to your GP record, and you may be eligible for extra support and priority referrals if the issue is related to your military service.

NHS
The Veterans Mental Health
and Wellbeing Service

**The first call for
help takes courage**
**Op COURAGE: The Veterans
Mental Health and Wellbeing
Service**
Specialist care and support for Service leavers,
reservists, veterans and their families

Visit the NHS website at www.nhs.uk/opcourage

OpCOURAGE

Op Courage offer specialist mental health support for veterans or those about to leave military service. Everyone at Op Courage is either from the armed forces or is experienced in working with service personnel, reservists, veterans and their families. They understand military life and the courage it takes to speak to someone and will work with you to make sure you get the right type of specialist care, support and treatment. For further information on Op Courage visit [Mental health support for veterans, service leavers and reservists - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Sensory Garden



Healthier South Wirral Primary Care Network have been creating a new sensory garden at Eastham Group Practice.

This is a project run by volunteers and groups such as military veterans, people with mental health issues or learning disabilities to improve their wellbeing, increase exercise, gain experience and work with others to create a beautiful calming outdoor haven.

If you would like to get involved or can donate any materials, please contact the surgery so we can pass your details to Helen Hurst, the PCN Military Veteran Lead Nurse, who leads the project.

Healthier South Wirral

Our Primary Care Network (PCN), Healthier South Wirral, is a group of 6 local practices: Spital Surgery, Civic Medical Centre, Eastham Group Practice, Allport Medical Centre, The Orchard Surgery and Sunlight Group Practice. We work together to provide extra services for patients. As a PCN we are able to offer extra roles in practice such as:



Cancer Care Coordinator – Tracey Pilgrim gives support and practical help to patients and their families at any stage of their cancer journey. Tracey is at the surgery on Thursdays.

Mental Health Care Coordinator- Rachael Kinnear helps patients who need support with their mental health including depression and anxiety issues. Rachael has a clinic at Spital on Fridays.

Wellbeing Practitioner- Jess Brown helps people with practical advice on matters such as housing and benefits, finding local support services and supporting those who are lonely or bereaved.

Health Coach- Our Health Coach, Ben, helps people wanting to lose weight, become more active or have a healthier lifestyle. Ben is here on Tuesdays.

Learning Disability Care Coordinators- Sue Thomas and Lucy O’Sullivan support our patients with learning disabilities and autism. They can complete annual health checks as well as helping patients and their carers access local services.

Acute Response Team- Our Acute Response Team currently offer extra GP telephone consultations throughout the week and over the weekend.

Next year we are also hoping to recruit an extra paramedic to join our Acute Response Team and a First Contact Physiotherapist to help patients with any musculoskeletal problems. We will also have a Clinical Pharmacist starting in the new year to conduct medication reviews and help with prescribing queries.

For more information on Healthier South Wirral, you can visit [Healthier South Wirral PCN](#)

Mental Health Resources

Kooth offers online counselling and wellbeing help for young people. You can visit them at [Home - Kooth](#)

Qwell is an online support site for adults and offers counselling, support groups and tools to help your emotional wellbeing. Visit them at [Home - Qwell](#)

All counsellors at Kooth and Qwell are BACP, UKCP or NCS registered or accredited.

Christmas

We will be closed on Monday 26th and Tuesday 27th December for the Christmas bank holidays as well as Monday 2nd January. Please make sure you order any medication in plenty of time if you are likely to run out over the Christmas period. If you need any urgent medical help when we are closed, ring 111.

Over the Christmas period we will have 'book on the day' to ensure that any urgent queries can be seen quickly. Pre-bookable appointments will reopen in the new year.

And Finally...

From everyone here at the surgery we would like to wish all our patients and friends a very happy Christmas and a healthy 2023!

