



Autumn Newsletter 2023

Getting in touch with us...

For appointments:

- Submit a Patches request <https://patches.ai/practice/n85617> or via the Home page of our website (Patches is available 6am-10am Monday-Friday)
- Call our reception team on **0151 334 4019**
- Or call **111** when we are closed

For general enquiries or admin queries:

- Email us at cmicb-wi.gatekeeper-n85617@nhs.net
- Or call our reception team on **0151 334 4019**

For prescription requests or queries:

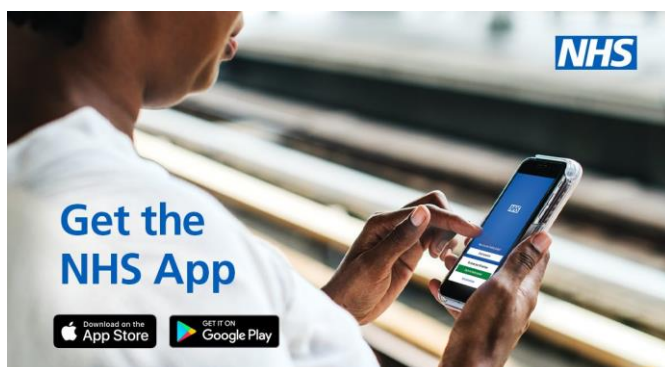
- Email us at cmicb-wi.spitalsurgeryprescriptionrequests@nhs.net
- You can register to order your prescriptions online via Patient Access or the NHS App or you can order via the 'Order your prescriptions' tile on the Home page of our website
- You can drop your paper request into the Prescription box in reception
- We can not take prescription requests over the phone. Prescriptions take two working days to process

If you are not able to use digital methods to contact us, you are very welcome to call our reception team for help.

Access to future health records

From 4th October patients over the age of 16 can now view any consultations, lab results, and hospital clinic letters added after this date via their online access. This will be especially helpful to

anyone with a long-term health condition or those having regular blood tests. You can also view your immunisation history, allergies and current medications.



You can register for online services by signing up to either Patient Access or the NHS App. For more information on the NHS app and a quick video guide on how to get logged in, click here

<https://spitalsurgery.nhs.uk/nhs-app/>

Access to the My GP app will cease in the near future so if you are currently using this platform it is recommended that you

switch to either the NHS app or Patient Access.

If you do not want full access to your medical record online, you can opt out to all or some parts of it. If you would like to opt out, please let us know. If you spot anything on your record which doesn't look right, please contact the surgery for advice.



The Healing Paintbrush

We're running another six-week course of The Healing Paintbrush art and craft wellbeing group from Thursday 9th November. If you are interested in joining this or future classes, please contact the surgery.

There will be Christmas themed crafts during this course in a small friendly group. All materials are provided, and the course is free of charge with step by step tuition from our class leader.

Spaces are limited, so booking is essential.

Operation Care Home

Some residents in care homes do not have any family or visitors so will not receive any Christmas presents. We want to spread some festive cheer to the care home residents in our area by supporting the Healthier South Wirral Operation Care Home campaign.

We'll be accepting donations of Christmas gifts in our reception collection point to give to care home residents over Christmas. We would be very grateful for any donations you can give.

We are looking for items (in brand new condition) such as:

- ✓ Slippers (with backs)
- ✓ Fluffy socks

- ✓ Pyjamas
- ✓ Toiletries

Operation Care Home

Campaign

please support our care home patients.

some patients in carehomes do not have any family, so will not be receiving any gifts this year from relatives.

please support Spital Surgery and the Healthier South Wirral PCN in making this possible for our patients.

Christmas list ideas

- hat, scarf and glove
- toiletries
- cosy socks
- pyjamas
- full back slippers
- gift bag/tags

thank you so much if you have donated to this wonderful campaign.

for all donations, please leave unwrapped but would appreciate in a gift bag

PLEASE LEAVE DONATION HERE:



Keeping well this winter

- Get boosted! If you're eligible for the flu and Covid vaccines, contact the surgery to book in. We have a limited number of clinics left so get in touch with us ASAP if you're not already vaccinated.
- You should heat your home to a temperature that's comfortable for you. Try to heat rooms that you regularly use, such as your living room and bedroom, to at least 18°C if you can. You should also keep your bedroom windows closed at night. Exposure to low temperatures indoors can have a serious impact on your health as you get older, particularly for people living with health conditions or reduced mobility. Wearing several layers will keep you warmer than one, thicker layer.
- There are grants, benefits and sources of advice available to increase your income, make your home more energy efficient and improve your heating. There are also support measures in place to help with the cost of living. For further advice on these support measures, visit Age UK's website www.ageuk.org.uk/financial-support or call 0800 169 6565.
- For minor winter ailments like colds and sore throats, speak to your community pharmacy.



Shingles Vaccination

The eligibility for the shingles vaccine is expanding. The programme previously covered those age 70-79. The new eligibility also now covers those age 65 (who are turning age 65 after 1st September) as well as people who are severely immunocompromised age 50 and above.

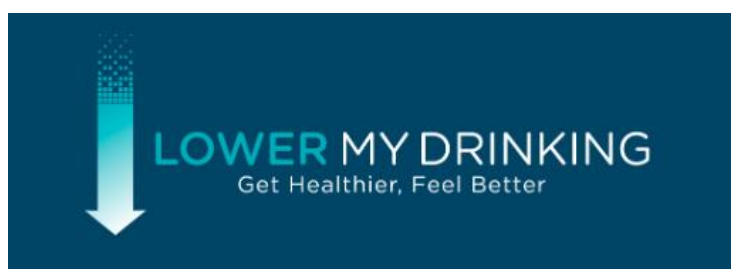
We will be holding clinics each month and will contact you when you become eligible to book in, then you will receive 2 doses of the Shingrix vaccine.

Pneumococcal Vaccination

The pneumococcal vaccination is a one-off vaccination which you can have after you turn 65. This protects you against 23 different strains of pneumonia. If you are eligible and have not yet had your pneumococcal vaccine, please call reception to book in with our nurse.

Lower My Drinking App

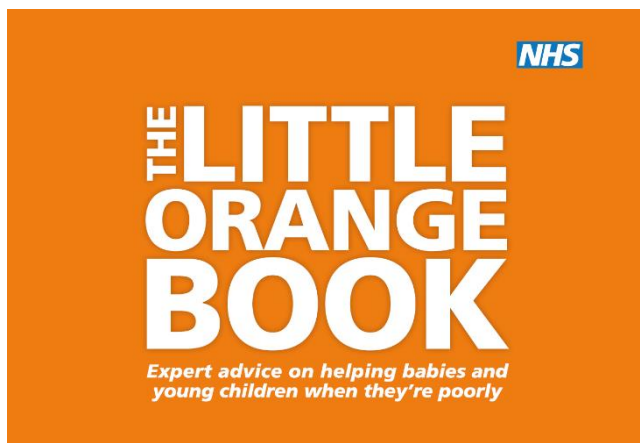
If you drink regularly, reducing your consumption even just a little bit can be a really effective way to improve your health, boost your energy, lose weight and



save money. With the free Lower My Drinking app, it's even easier to stay on track with your drinking goals.

Search for Lower My Drinking in your app store to get started.

Little Orange Book



When our little ones are unwell, as parents we worry about what is wrong and what we can do to help them.

The Little Orange Book contains advice and tips on how to manage common illnesses and problems that babies and young children often experience in the first five years of their lives. It also has information on more serious conditions, what to look out for and how to get help.

To download The Little Orange Book visit our website using this link [The Little Orange Book « Spital Surgery](#)

Military Veterans

As we approach Remembrance Day, many people will be reflecting on those who have given their lives in conflicts across the years and the families left behind. We also reflect on the commitments made by past and present service people, reservists and their families that offer critical support, including within the NHS.

The detailed news coverage of current conflicts across the globe are potentially very distressing for many who have served in the Armed Forces. Op COURAGE: The Veterans Mental Health and Wellbeing Service can support any veterans and reservists living in England if they are struggling with their mental health as a result. Details can be found at www.nhs.uk/opcourage.

NHS



Getting in touch with you

If your contact details change, please let us know as soon as possible. We may need to get in touch with you quickly and many of our patients have invalid phone numbers on their records. If you let us know your mobile number we can send you a text reminder before your appointments, so you are less likely to miss them.

Some people have hidden disabilities or accessibility issues that we may not know about. If you need us to communicate with you in a different format, such as via email or with larger print letters, or if you need an interpreter or sign language interpreter to attend an appointment with you, please let us know.

Long-term condition reviews

If you have a long-term condition such as asthma, COPD or diabetes, you will be asked to attend yearly or twice-yearly reviews. We may also ask you to have blood tests as part of your review. If you are invited in for a review it is really important that you attend so we can safely monitor your condition and any medication you are taking; or spot if your condition is deteriorating earlier and get you the help you need.

IUCD fitting clinics

Dr Clegg can fit or change IUCD devices at the surgery. If you would like to have a new coil or coil change, please book in with Dr Clegg for a consultation.

Protected Learning and Training

The surgery will be closed on Wednesday 22nd November from 1pm onwards for staff training. If you have any urgent health concerns while we are closed, please call 111 for advice.

Healthier South Wirral update

Our Primary Care Network, Healthier South Wirral, consists of Spital Surgery, Civic Medical Centre, Eastham Group Practice, Allport Surgery, The Orchard Surgery and Sunlight Group Practice. We work together to provide extra services for patients.



As a Primary Care Network we are able to offer extra roles at the practice such as:

Clinical Pharmacy Team- Our Clinical Pharmacy team, led by David Sharpe, deals with medication queries, medication reviews and prescribing updates.

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.

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. Jess is here on Wednesdays.

Health Coach- Our Health Coaches, Daisy and Morgan, help people wanting to lose weight, become more active or have a healthier lifestyle. Morgan is also running a project looking at lowering blood pressure.

Mental Health Care Coordinators- Rachael, Christine and Emma, our Mental Health Care Coordinators, support our patients with mental health issues.

Learning Disability Care Coordinators- Sue Thomas supports our patients with learning disabilities and autism. She can complete annual health checks as well as helping patients and their carers access local services.

Extended Access- We have various GP and Nurse-led clinics on Saturday mornings at local practices. These clinics are staffed by experienced doctors and nurses normally working in PCN practices.

If you have been in contact with any of the Healthier South Wirral team and want to give feedback about your experience, please let us know.

Appointment figures

Last month our reception team answered 641 phone calls. The average waiting time for a call to be answered was 2 minutes and 49 seconds.

During October our GPs saw 883 patients face to face and held 496 telephone consultations.

During October 16 GP appointments and 69 nurse appointments were missed, this is a total of 12 hours of wasted clinical time.

If you can't make your appointment, please let us know as soon as possible, so we can offer it to somebody else.

Christmas opening hours

The surgery will be closed on Christmas Day, Boxing Day and New Years Day. If you have any urgent medical queries while we are closed, please call 111 for advice.

And finally... we would like to wish
all our patients a very Happy
Christmas and a healthy New Year!

