



## Spring Newsletter 2026



### Getting in touch with us...

#### For appointments:

- Submit a **Patchs** request <https://patchs.ai/practice/n85617> or via the Home page of our website or NHS app (Patchs is available for clinical queries 7am-6.30pm Monday-Friday). Patchs is a great way to give lots of details and background about your issue to our GPs who can then triage your request appropriately and you'll get a response by the end of the next working day. If you have an urgent query, you should give us a call instead so we can make sure it is dealt with more quickly.
- Patchs is for non-urgent requests, so if you have an urgent matter please try to contact us in the morning via phone call so we can make sure your problem is dealt with that day.
- Call our reception team on **0151 334 4019**
- Or visit **NHS111** online or call **111** when we are closed

#### For general enquiries or admin queries:

- Email us at [cmicb-wi.gatekeeper-n85617@nhs.net](mailto:cmicb-wi.gatekeeper-n85617@nhs.net)
- Submit a Patchs request <https://patchs.ai/practice/n85617> or via the Home page of our website or via the link on the NHS app (Patchs is available for admin queries 7am-6.30pm Monday-Friday)
- Or call our reception team on **0151 334 4019**

#### For prescription requests or queries:

- You can register to order your prescriptions online via the NHS App or Patient Access
- You can drop your paper request into the prescription box outside reception

- We cannot take prescription requests over the phone. Prescriptions take two working days to process, please also allow an extra day for the pharmacy to prepare your medication before collecting from them.

If you are not able to use digital methods to contact us, you are of course very welcome to call our reception team or visit the surgery for help.

Our reception team are trained Care Navigators and will direct you to the most appropriate service when you contact us for an appointment. That may be an appointment with one of our doctors or another member of our practice team, or it may be to visit the pharmacy or self-care.

If you have more than one issue to discuss at your GP appointment, you may need to book two separate appointments. The doctor only has a limited amount of time to carry out the consultation then write up the record and complete any test request forms, letters or referrals for each patient.

You can now book certain types of nurse appointments online via the NHS app such as smear tests and B12 injections. Please only book these if you are eligible and due or we will have to cancel. **Please do not book an appointment online with a nurse when it is something you need to see a GP for. All GP appointments are available via our reception team or using Patches.**



If you follow us on Facebook, you can keep up to date with surgery news and alerts.

## NHS app messaging

From April the number a text messages we are allocated free of charge will be capped. This means our messaging costs are set to rise. If you have the NHS app and you have your notifications switched on, you'll receive your messages from us via your app, which is free of charge to us, instead of via text.

If you haven't already, please download the NHS app and make sure your notifications are switched on. You can do this by going to your Account then scrolling down to Notifications in your app Settings.

80% of our adult patients are now registered on the NHS app. It is a trusted and secure source of information and helps you manage your own health. The design is being updated in March/April and it's being developed all the time to make it easier to use, with more services all in one place. If you haven't yet downloaded the NHS app, visit your app store.



## Staff News

In April GP Registrar Dr Rajiv Sharma will be joining us until August and Dr Marianne Pourikkou-James will be back from maternity leave and rejoining us for the next few months.

Suzanne Saunders has joined us as a Health Coach and has clinics on Wednesdays to help people wanting to get fit or have a healthier lifestyle. If you'd like Suzanne to give you a call, let us know.

Our Phlebotomist, Claire, is now here on Mondays and Fridays carrying our blood tests for our patients.

We now have a Child and Young People's Mental Health Practitioner, Alex Easton. Alex can assist with getting help and support in the right place for young people, when they need it, to stay mentally well. She can help young people with issues such as:

- Low mood
- Anxiety (social anxiety, OCD)
- Behavioral difficulties
- Emotional issues
- Sleep difficulties
- Self-harm/ suicidal ideation
- Problems with eating (ARFID)
- Stress
- Difficulties with recent life events (school transitions/house moves/parental separation)
- Presenting with symptoms of ADHD/ASC requiring assessment.

If you or your child would like to be referred to Alex, please let us know.

## Surgery Closures

The surgery will be closed on the following dates from 1pm onwards due to staff training and GP Protected Learning Time:

Tuesday 14<sup>th</sup> April

Wednesday 13<sup>th</sup> May

Thursday 18<sup>th</sup> June

Tuesday 7<sup>th</sup> July

Thursday 10<sup>th</sup> September

Wednesday 14<sup>th</sup> October

Wednesday 18<sup>th</sup> November

If you need help while we're closed, you can contact NHS111 online or phone 111 for advice.

## Spring Vaccine Clinics

Appointments are now open for our Spring Vaccination Clinics. We are offering Covid boosters to everyone over age 75 and those who are severely immunosuppressed. We are also offering an RSV vaccine to eligible patients. For the last few years we have been vaccinating patients age 75-79 and pregnant women against RSV (Respiratory Syncytial virus). The eligibility has now extended to everyone over 80 as well. At your appointment you'll be offered RSV along with a Covid booster if you are eligible.



If you have been invited but have not yet booked in for your vaccination appointment, please call the surgery.

## Other Vaccinations

If you have just turned 65 you will be eligible for a **Pneumococcal vaccine**. It helps protect against some types of bacterial infections that can cause serious illnesses like meningitis, sepsis and pneumonia.

At age 65 and at age 70 you'll also be invited for a **Shingles vaccine**. The Shingrix vaccine is shown to have around 95% effectiveness after two doses, protecting you from the pain and discomfort associated with the shingles virus. Patients who are severely immunosuppressed may also be invited from age 18 upwards (certain criteria applies).

To check if you're eligible for any of these vaccines or to book in, please call our reception team on **0151 334 4019**.

## Meningitis B

We're aware that news of Meningitis B cases in the Southeast of England has been very worrying. Meningitis is spread by prolonged close contact with another person carrying the disease. However it's a good idea to familiarise yourself with the symptoms

<https://www.gov.uk/.../meningitis-dont-ignore-the-signs...>

There is no local concern from public health for the northwest area at the moment so we have not been asked to provide extra vaccinations outside the normal schedule. We can however vaccinate people under 25 who have missed their Meningitis ACWY combined vaccination under the childhood vaccination program. We are only giving Meningitis B vaccination to babies who are due now under the childhood vaccination program. We have no capacity to offer this to anyone else at this moment.

If you want to check your child's vaccination status, you can check their Red Book, or if they are over 16 they can check the immunisation section of their NHS app.

## Spital Surgery Patients Group

We have an active Patients Group at the surgery. This small friendly group meets once every two months at the surgery or another local venue, to discuss surgery and local health matters. We give a practice update from the Practice Manager and there is usually an outside speaker in attendance.



Patients Group

Our next meeting will be on Thursday 7<sup>th</sup> May at 1pm at the surgery training room. There will be a presentation from the Mayor Mary Jordan on the Mayor's Charities and the Paul Lavelle Foundation, as well as Jacqui Canning from Healthwatch who will give NHS app digital training.

If you would like to come along or find out more, email our Chairperson Steve at [stephenevans03@hotmail.co.uk](mailto:stephenevans03@hotmail.co.uk)

## Koala

Koala North West is a charity organisation that looks after the emotional wellbeing of families, offering practical support and solutions to everyday parenting. This includes breastfeeding help, family support and a new sleep service. If you'd like to find out more visit Koala's website [Services - Koala North West](#)



## Easter Egg Appeal

We had an amazing response to the Healthier South Wirral Easter Egg Appeal. Staff and patients from all the Healthier South Wirral PCN practices donated lots of Easter eggs which are being given to the Charles Thompson Mission in Birkenhead. They will then be distributed to those in need. Thank you to everyone who supported this appeal and have helped spread some Easter cheer.

## Easter closure

We'll be closed on Friday 3<sup>rd</sup> April and Monday 6<sup>th</sup> April for the Easter bank holiday weekend. If you need medical advice while we're closed, please visit NHS111 online or phone 111.

From all of us at Spital Surgery, we would like to wish all our patients and friends a very Happy Easter!



Most pharmacies can help you with **seven common conditions** without needing a GP appointment

Speak to your pharmacist if you suspect you have:

- **Sinusitis**  
(adults and children aged 12 years and over)
- **Sore throat**  
(adults and children aged 5 years and over)
- **Earache**  
(children aged 1 year to 17 years)
- **Infected insect bite**  
(adults and children aged 1 year and over)
- **Impetigo**  
(adults and children aged 1 year and over)
- **Shingles**  
(adults aged 18 years and over)
- **Urinary tract infection**  
(women, aged 16 to 64 years)



**NHS**  
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Pharmacy First!**



## TRAVELLING ABROAD?

Whilst abroad, please be aware that we will **NOT** be able to:

- ✘ Provide any medical advice by phone, email, fax or video link
- ✘ Provide an electronic transfer or faxed prescriptions, should you run out of medication
- ✘ Source a doctor or medical assistance
- ✘ Ensure there are suitable medication supplies at your intended destination



## Patients Group

- ❖ Do you want to find out more about our surgery?
- ❖ Do you want to know the latest practice news?
- ❖ Do you want to have your say on surgery matters?

Spital Surgery Patients Group meets every two months in a small, friendly group. We discuss surgery matters, find out the latest surgery news and updates and there's normally a presentation from an outside speaker.

If you'd like to come along to our next meeting, or to find out more, email our Chairperson Steve at [stephenevans03@hotmail.co.uk](mailto:stephenevans03@hotmail.co.uk) Or you can scan the QR code for more information:



