



Summer 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
- 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.

Help us reduce medicines waste – only order what you need

Did you know that a large amount of medicines are wasted each year in Cheshire and Merseyside? We need your help to tackle this. By only ordering what you need, you can help **yourself, your community, and the environment**.

- **Stay Well & Safe:** Ordering only what you need helps prevent stockpiling. Unused medicines can expire and may not work as intended, and keeping a stockpile at home increases risks for you, your children, and pets. Remember, medicines are prescribed for you and should never be shared.
- **Stay Green:** Medicines account for around 25% of the NHS carbon footprint in England. Once a medicine leaves the pharmacy, it cannot be used by anyone else. By reducing waste, you are helping to prevent pollution in our rivers, seas, and soil.
- **Stay Organised:** Before ordering your repeat prescription, please check what you already have at home. Only request the items you need this time. If you are going into hospital, take your current medicines with you to help staff provide seamless care and avoid unnecessary duplicate prescriptions.

What you can do:

1. **Check before you order:** Review your current medicines at home before requesting your repeat prescription.
2. **Check your bag:** Before leaving the pharmacy, make sure you have only what you need.
3. **Dispose of medicines safely:** Return any unused or out-of-date medicines and used inhalers to your pharmacy for safe disposal.
4. **Attend your medication reviews.**

Thank you for helping your community reduce medicine waste. For more information, please visit: [Reducing medicines waste - only order what you need - NHS Cheshire and Merseyside](#)

Repeat prescriptions?



Only order what you need



10% of medicines
prescribed nationally
are not needed



In Cheshire and
Merseyside huge amounts
of **medicines are wasted**



Speak to your **pharmacy
team** about only ordering
what you need



Take your medications
when you go into
hospital to **avoid waste**

Find out more about our medicine waste
campaign at:

cheshireandmerseyside.nhs.uk/medicines-waste

Make the switch: New NHS campaign tackles medicine myths



NHS Cheshire and Merseyside has launched 'Make the switch' - a new regional campaign tackling common myths around switching medications, to help patients feel confident about using other versions of their medicines.

Across the NHS, huge numbers of patients have been successfully switched to different versions of their medicines to treat their health conditions. But research shows that many patients have concerns about switching - often based on misunderstandings about quality, safety, or effectiveness.

The new campaign 'Make the switch' directly addresses these barriers - increasing understanding of how different medicines work, the benefits of switching medicines, and the robust safety and quality standards they must meet.

Visit the 'Make the switch' campaign page on the NHS Cheshire and Merseyside website, to find out more:

www.cheshireandmerseyside.nhs.uk/MakeTheSwitch

Surgery news



At the end of July, we said a fond farewell to Cathy, who has retired from our Care Navigation team after being with us for 18 years. Cathy will be sadly missed but is looking forward to spending more time with her family and many grandchildren!

In July we also welcomed two new staff members to our Care Navigation team, Helen and Tracy. We wish them both a warm welcome to Team Spital!

We'll soon be hosting our first cohort of year 5 medical students from University of Liverpool. Students will be here from September to February in 4-week placements to gain experience of general practice under the close mentorship of Dr Minns.

Autumn Vaccinations

The autumn is a busy time of year at the surgery as we hold extra clinics, carrying out thousands of appointments, to protect our elderly and vulnerable from winter viruses and prevent hospital admissions. If you are invited for a vaccine, it is strongly advised that you attend.

RSV

From September, the eligibility criteria for the RSV (Respiratory Syncytial Virus) vaccine has been extended to include people aged 65-74 with a chronic respiratory condition or 65-74 and immunosuppressed. We have special clinics in September we are now booking into.

Eligibility for the RSV vaccine (from 1st September):

- Anyone aged 75+
- Aged 65-74 with a chronic respiratory condition
- Aged 65-74 and severely immunosuppressed
- Pregnant women on or after week 28 of pregnancy

Flu

Booking is now open for our adult flu clinics in October. We buy flu vaccines in for all our eligible patients so if you are eligible, give us a call on 0151 334 4019 to book in. You can also book online via the NHS app in the appointments section. We have two big

Saturday morning clinics available, so patients who work during the week or need help from relatives, may find it easier to get here.

Eligibility for the flu vaccine:

- Anyone aged 65+
- Aged 18-64 with a long-term health condition
- Carers
- Those with a learning disability
- Household contacts of someone immunosuppressed
- Frontline care workers who don't have an occupational health scheme
- Pregnant women (from September onwards)

We'll also be holding clinics during September for the child nasal spray flu vaccine (Fluenz). This is for children who are:

- Aged 2 or 3 years on 31st August 2026
- Children aged 6 months to 17 years who are in a clinical risk group.

We'll be inviting eligible patients soon.

Covid vaccine

From October we'll be vaccinating patients eligible for the Covid vaccine. If you are booked in for a flu vaccine and are also eligible for the Covid vaccine, we'll offer you one at your appointment. Those eligible for the Covid vaccine are:

- Aged over 75
- Severely immunosuppressed

Childhood vaccinations

The childhood vaccination schedule has changed this year, with the Measles, Mumps and Rubella (MMR) vaccine now including Chickenpox/ Varicella (MMRV). If your child is under 5 and has not had all their vaccinations, please call the surgery to book in. Our

Immunisations from 1 year to 5 years of age

Age of child	Vaccine given	Diseases the vaccines protect against
1 year	PCV MMRV MenB	Pneumococcal Measles, mumps, rubella and chickenpox (varicella) Meningitis B
18 months	MMRV (dose 2) 6 in 1 vaccine (hexa)	Measles, mumps, rubella and chickenpox (varicella) Diphtheria, tetanus, pertussis, polio, Hib and hepatitis B
3 years and 4 months	Pre-school booster (dTAP/IPV) MMRV (if a dose was missed)	Diphtheria, tetanus, pertussis and polio Measles, mumps, rubella and chickenpox (varicella)

nurses are happy to discuss any questions you may have about these or other immunisations. You can also read more about the MMRV vaccine here [MMRV vaccination: a guide for parents and carers - GOV.UK](#)

NHS app messaging

Since April the number of text messages we are allocated free of charge has been capped. This means our messaging costs have risen. 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 message.

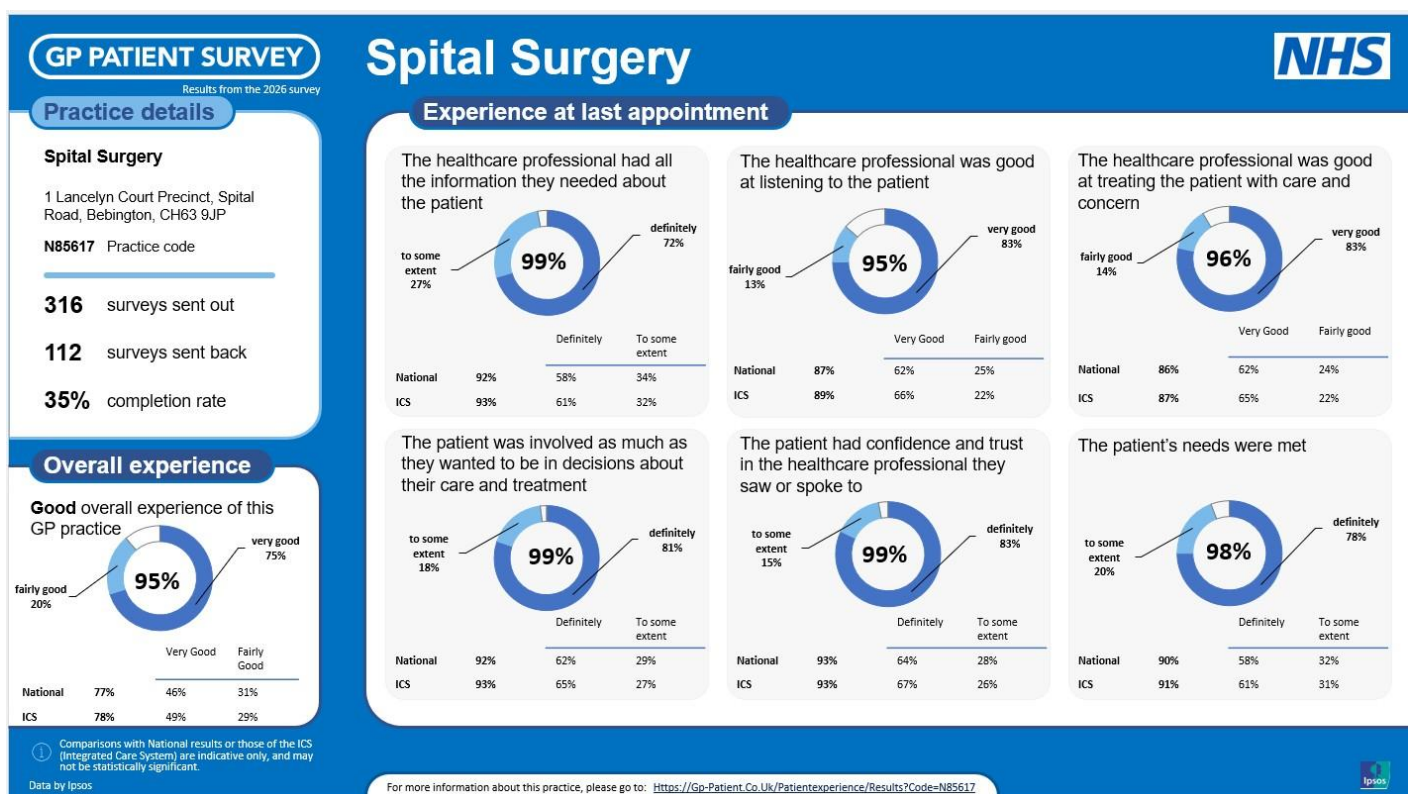


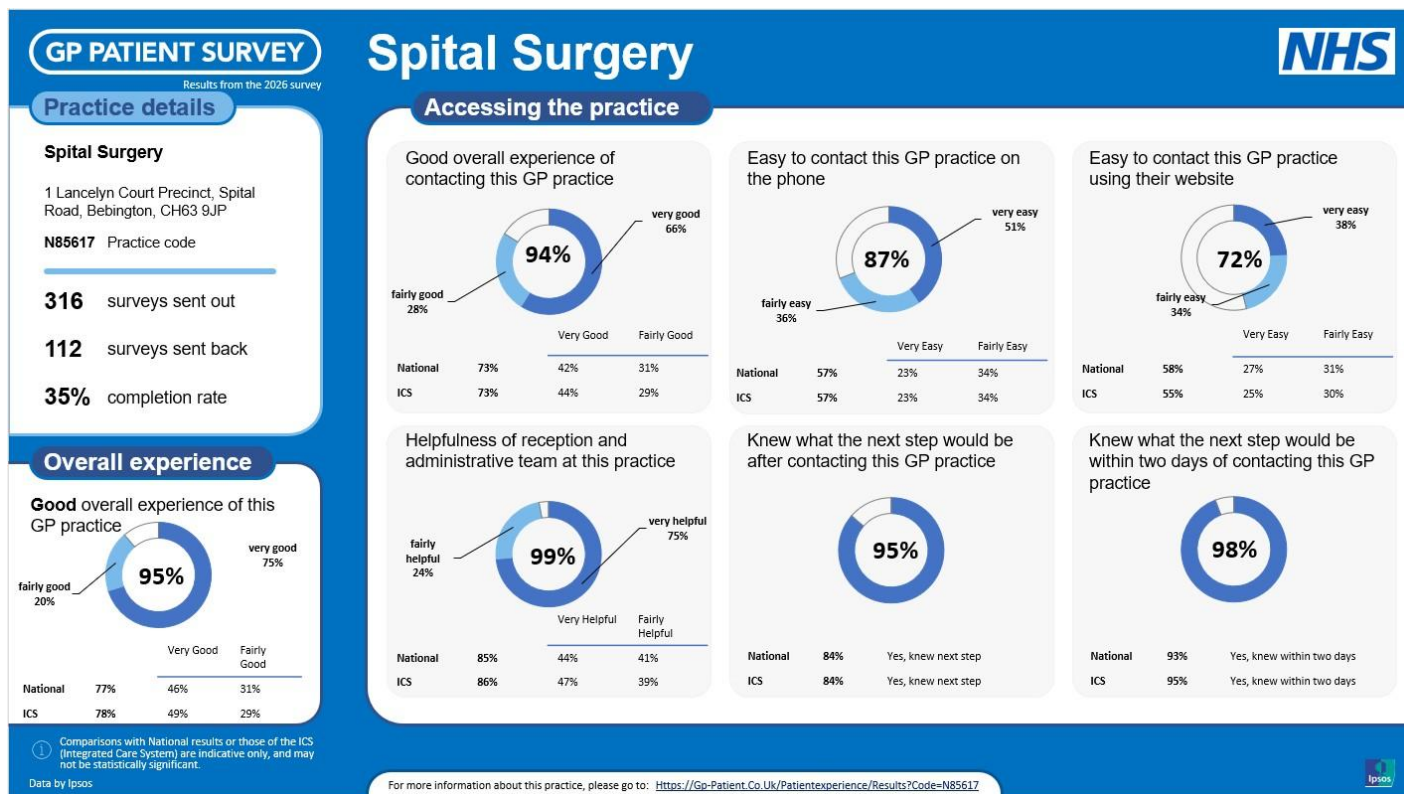
If you haven't already, please download the NHS app and make sure your notifications are switched on. You can do this by going to your Account then scrolling down to Notifications in your app Settings.

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 has recently been updated 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.

GP Patient Survey 2026

We are thrilled to have done so well in this year's GP Patient Survey. Each year a random selection of patients in each GP practice in England are sent a survey asking about their experience with their GP practice. We'd like to thank everyone who took part in the survey. Spital Surgery scored above the national and local average in all categories. You can view our full results here: [GP Patient Survey](#)





Your suggestions

If you have any suggestions for how we can improve our service, please let us know. We have a suggestion box on the reception counter where you can leave your ideas.

Your feedback

We love to receive your feedback! This helps us to see what we are doing well and what we can improve on. We read all of your feedback and share it with the team. To complete a feedback form, click the link to take you to the form on our website: [Friends and Family Test Form « Spital Surgery](#)

CQC

We were recently inspected by the Care Quality Commission (CQC). We are pleased to have been awarded a 'Good' rating in all areas. The final report has just been published and you can read it here [Spital Surgery - Care Quality Commission](#) or via the Home page of our website.



We would like to say a big thank you to everyone who completed a feedback questionnaire in the days before our inspection, letting our inspector know your experience with us as a patient. We thank you for your support.

Overview

Report published: 18 August 2026

Safe	<u>Good</u> ●
Effective	<u>Good</u> ●
Caring	<u>Good</u> ●
Responsive	<u>Good</u> ●
Well-led	<u>Good</u> ●

Living Well Service

The Living Well Bus will be out and about in Wirral during September. Pop in for health checks and wellbeing conversations:

✓ Tuesday 8th September 10:30-16:00

Rock Ferry Library / One Stop Shop, 259 Old Chester Road, Rock Ferry, CH42 3TD

✓ Friday 25th September 10:30-16:00

ASDA, Woodchurch Road, Woodchurch, CH49 5PD



Tri-Health Research Alliance

We are part of a collaborative research hub with Civic Medical Centre and Eastham Group Practice- the Tri-Health Research Alliance. By combining our resources and patient communities, we now have even greater opportunities to participate in cutting-edge medical research studies and clinical trials.

Every research trial we do here is different. Some trials may take 3 years, whereas some trials may take 30 minutes. Some trials may require you to visit the practice once every few months for a check-up, and others can be completed over the phone or online. Some involve trying new medication whereas others may involve giving feedback on medication you are already taking. As you can see there are many different types of medical research, and lots of ways that you can help contribute to the future of medicine. Some studies might also offer payment for taking part.

The VESPER Trial



**Do you suffer with recurrent urinary tract infections (UTI's)?
Help Us Find a Better Way to Prevent UTIs!**



**Are you a woman who experiences recurrent urinary tract infections?
Join us in an important clinical trial aimed at discovering the best methods for UTI prevention.**

We're looking for:

**Female volunteers (16 years and older) who have experienced recurring UTIs
Participants willing to contribute to valuable research**

Why Join?

**Be part of groundbreaking research
Receive health benefits related to UTI prevention
Contribute to the improvement of women's health**

Interested? For more information and to see if you're eligible visit:

<https://liveutifree.com/VESPER-trial> or scan:

Together, let's work towards a UTI-free future!



Centre for
Public Research
Cancer
Research
Institute



NIHR
National Institute
for Health Research

National Institute
for Health Research

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Does your Child have ADHD and Sleep Problems?

The University Hospital of Southampton and Southampton Clinical Trials Unit are running a study.



SleepBuddy



The study is testing a new website, called **Sleep Buddy**, which has been designed by medics and psychologists, to see if it improves sleep problems in children aged 6-12 years with an ADHD diagnosis.

You can take part if...

- ✓ Your child is aged 6-12 years.
- ✓ Your child has a diagnosis of ADHD (including ADD).
- ✓ You have noticed that your child is experiencing sleep problems
- ✓ You can read and understand English without assistance.

How do I find out more?

- Visit the study website by scanning the QR Code, or follow this link: https://www.trial-deck.com/trial/sleepbuddy?reg_code=VB01c55wWL
- You can also **contact the study researcher** by calling 0330 1334 689 or emailing sleepbuddysupport@soton.ac.uk

Sleep Buddy Flyer RRDN North West Landscape
Version 1 08Dec 2024 Design 2 IPAS ID: 349971 REC reference: 25/WS/0007

University Hospital Southampton
NHS
West of England Health and Care Trust

University of
Southampton

NIHR
National Institute for Health and Care Research

UKCRC
Registered
Clinical
Trials Unit



Mounjaro

Mounjaro injections are available for **FREE** on the NHS. To qualify, strict criteria must be met and will only be available for a **limited group of patients**.

- ✓ You must be over 18. For 2026/27, BMI must be 35+, or 32.5+ for those from a Black, Asian or other minority background.
- ✓ You must also have four or more weight-related health conditions, such as type II diabetes, hypertension and heart disease.



We cannot offer any weight loss drug for cosmetic or general weight loss.

Next of kin and Power of Attorney

If you have a next of kin who you would like us to call in an emergency, please let us know so we can add their details to your record.

If you have a Lasting Power of Attorney for Health and Welfare, you will need to let us know so we can update your medical record. We will need to have a copy of the document to attach to your notes. If there are any changes to your attorneys, you will need to let us know as soon as possible so we can act on your wishes.

Practice Closure Dates

The surgery will be closed on Monday 31st August for the summer bank holiday. If you need health advice while we're closed, visit NHS111 online or phone 111.

We will be closed for staff training and GP protected learning time on the following dates:

Thursday 10th September 1pm onwards

Wednesday 14th October 1pm onwards

Wednesday 18th November 1pm onwards

Out-of-hours cover will be in place via NHS111 or the walk-in clinics while we're closed.

Whether you have been travelling, enjoying family time, or simply making the most of the sunshine, we hope you've had a wonderful summer.

Here's to a healthy autumn ahead!

