

Civic Medical Centre Newsletter: September 2023

Welcome to our practice newsletter for September 2023! It's been a little while since we sent out our last newsletter so there's a lot to update you on!

If you've received this newsletter via email, but don't want to receive emails from the surgery in future then please contact the surgery to make us aware and we'll update your record.

[Change to Online Consultations](#)

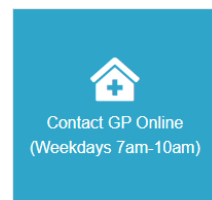
PATCHS is our new electronic consultation service that has replaced eConsult. You can use PATCHS to contact us about a medical issue or for administration requests (such as extending fit notes). Once we have received your PATCHS request you will receive a response from the surgery within two working days. These online consultations are available to submit on weekdays between 7am-10am.

To access PATCHS please visit our website (www.civicmc.nhs.uk) and click on one of the following icons:

patches

Click Here to Contact Your GP Online

Answer a few simple questions and PATCHS will get you help quickly.
Health advice, appointment booking, fit notes, medication and more...



[Need to contact the surgery?](#)

Our surgery telephone number is 0151 645 6936. When the surgery is closed, we are covered by an out of hours service which can be accessed by calling 111.



Contacting us via email Our gatekeeper email is cmicb-wi.gatekeeper-n85006@nhs.net.

Please be aware that we are unable to deal with clinical queries from patients via email. It is felt that email is not the safest form of communication when dealing with clinical queries.

Patients should instead either arrange an appointment with a clinician or submit a PATCHS electronic consultation between 07:00 and 10:00 weekdays (excluding bank holidays).



New Telephone system

After listening to patient feedback, we have recently purchased and installed a new cloud-based telephony system. It has many new features, including a live call view so we can see how many callers are waiting and how long callers have been waiting for their call to be answered. You will also be informed of your queue position when calling the surgery and due to having unlimited lines, you will never get a busy tone! Please be patient if you are calling as we have several receptionists answering calls and will get to you as quickly as we can.



Want to order a prescription? If you take regular medication the best way to order your prescription is via the NHS app, this allows you to view your medication, select what you need and once submitted your request will go straight to a GP for approval.

Haven't got online services yet? Please come into the surgery to complete a registration form, bring some identification and we'll get you set-up with an account.

Alternatively, our email for prescription requests is cmicb-wi.civic-prescriptions@nhs.net.

When ordering your medication please allow two working days for this to be processed by the surgery and additional time for your pharmacy to dispense your medication.

We are unable to take medication requests over the telephone.

Electronic repeat dispensing - eRD

If you are already receiving, or have agreed to receive, electronic prescriptions and you get regular or repeat medicines that do not change, you may be suitable for electronic Repeat Dispensing (eRD).

Repeat dispensing allows your GP to send a series of repeat prescriptions to your pharmacy in one go, so there's no need for you to order them each time. It's reliable, secure and confidential. Your regular prescriptions are stored securely on the NHS database, so they'll be ready at the pharmacy each time you need them. This means you won't have to re-order or collect your repeat prescriptions from your GP practice every time you need more medicine.

If you feel you would benefit from this and fit the eligibility criteria, please arrange an appointment with our practice pharmacist.

Important Changes to the myGP App

We have been advised by NHS Cheshire and Merseyside that **patient access to the myGP App will cease in the near future.**

We therefore recommend that patients using this App should switch to another authorised App (such as the NHS App) at their earliest convenience. We will keep patients up-to-date with any developments.

Primary Care Network?

Civic Medical Centre is part of the **Healthier South Wirral Primary Care Network**, which consists of the following local practices:

- **Civic Medical Centre**
- **Eastham Group Practice**
- **The Orchard Surgery**
- **Spital Surgery**
- **Sunlight Group Practice @ Allport Surgery**
- **Sunlight Group Practice @ Parkfield Medical Centre**



As a Primary Care Network, we are committed to working together to improve the health and wellbeing of our patients. We want to improve the number of services available to people closer to home, whilst also encouraging people to take more responsibility for their own health and wellbeing.

Our Primary Care Network colleagues work closely with our practice teams, and they can provide additional support to patients where needed.

Cancer Care Coordinator – [Tracey Pilgrim](#) gives support and practical help to patients and their families at any stage of their cancer journey.

Wellbeing Practitioner - [Mya Higginson](#) 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 Coaches - Our Health Coaches, [Daisy Senior](#) and [Morgan Sheppard](#) can help patients who are wanting to lose weight, become more active or have a healthier lifestyle.

Learning Disability Nurse - [Sue Thomas](#) supports our patients who have a learning disability. Sue can complete annual health checks, as well as helping patients and their carers access local services.

Pharmacy Team - [David Sharpe](#), clinical pharmacist, and [Gill Walker](#), pharmacy technician support practices with medication reviews and medication queries. You may receive a call from the pharmacy team if your medication needs reviewing.

Paramedics - [James Lindley](#), [John Burns](#) and [Rachel Keirl](#) support practices with care home ward rounds and home visiting service.

Physician Associates – [Michaela Espindula](#) and [Frida Cerezo](#) support practices with care home ward rounds.

Care Home Co-Ordinator – [Claire Thomson](#), works closely with our local care homes, and provides support to family members who have loved ones who reside in a care home.

[Weekend Appointments](#)

Our Primary Care Network offers an [Extended Access](#) service. The service currently offers pre-bookable GP appointments on Saturday mornings, remote telephone consultations and other nurse led clinics.

Appointments are located at one of our local practices. If you would like to book one of these appointments, then please inform one of our care navigators when you contact the practice.

Practice and Staff news



We have recently said goodbye to **Dr Anthony Brown**. Dr Brown has moved on to pastures new. He has been an invaluable part of our team and will be missed by both patients and staff.

Nancy and **Jean**, two of our long serving receptionists have recently retired. We wish them both every happiness in their well-deserved retirement, although we were very sad to see them go! We have since welcomed a couple of lovely new receptionists, **Nicky** and **Wendy** to our team.

We now have a full-time clinical pharmacist, **Rocco Hadland**. Rocco is a very experienced, prescribing pharmacist who can carry out medication reviews and assist with medication queries.

We currently have two GP registrars at the practice - **Dr Ohiosimuan Femi-Aigboje** and **Dr Owen Randles**. Registrars are qualified Doctors completing the final years of their specialty GP training. Registrars can work and prescribe independently, but have a clinical supervisor available should they need advice.

We have recently welcomed **June Knight** to our clinical team. June is an advanced Nurse Practitioner and comes who has over 20 years' experience, and is a great asset to our expanding team.

We have a new GP Assistant **Gina Kennedy** who has joined the team. This is a new role that has been introduced to help reduce workload in the practice.

We have also welcomed **Dr Peter Davies** back to the team. Dr Davies may be a familiar face to some of our patients as he completed his GP training at the practice.

New Clinical Rooms

We are very excited to announce that we now have four new clinical rooms located on the first floor. These rooms are being utilized by some of our new colleagues.

Long-term health condition reviews

If you have a long-term health condition such as asthma or diabetes, we will contact you several times a year to invite you in for a review. It is very important that you attend these appointments, as the reviews are key in helping monitor your condition, and to check that you are receiving the best support and treatment.

Patient Participation Group



Our **Patient Participation Group** (PPG) is looking for new members!

The PPG is a patient led group who represent the views of our patients, so we are looking for new members of all ages. The group works closely with the practice, and we hold regular meetings, these meetings are attended by the practice management team and where possible a GP. The group act as the patients' voice to provide us with feedback to help us improve our services.

It is also an opportunity for the practice to communicate important updates and changes to services. If you would be interested in joining our patient participation group, please pass email your details to cmicb-wi.gatekeeper-n85006@nhs.net or pass your details to our reception team. If you are an existing member or have already expressed an interest in joining the PPG, we will be in touch.

Examples of what the Patient Participation Group can do:

- Provide a patient perspective to service changes that are under consideration.
- Review responses to patient feedback questionnaires and help develop action plans to address patient concerns.
- Provide support for specific events.
- Provide surgery management with a sounding board for future plans.
- Improve communication between the surgery and patients.

Missed Appointments

Struggling to get an appointment? In the month of August, we had a total of **27 patients fail to attend GP appointments and 57 patients failed to attend their nurse appointment.** This equates to approximately 24 hours of clinical time.

If you no longer need an appointment that you have booked, please ring the surgery to cancel so that your appointment can be offered to another patient. Alternatively, you can also cancel 24/07 via our automated telephone system or via the Patient Access and myGP/NHS apps if you have signed up to these services.

You can receive automated text appointment reminders simply by providing us with your mobile phone number.

Research at Civic Medical Centre

Civic Medical Centre is actively supporting clinical research studies within primary care. Research is important for continuous innovation within primary care, and allows patients to get access to new treatments, interventions, and medicines. Research can save lives and can help people to stay healthier and happier for longer.

How can our patients help and take part in research?

Dependent upon the study, some patients may receive a text from the practice asking would you like to participate in research, or you may receive some information through the post.

All clinical research that the practice participates in is thoroughly checked and nobody from outside of the practice will be given any of your details without your prior consent. Civic Medical Centre is part of a network of practices participating in research activities for NIHR North West Coast.

For further information please visit NIHR website via the link below:

[HTTPS://WWW.NIHR.AC.UK](https://www.nihr.ac.uk)

Help for Carers



Many people don't realise they are a carer. If you look after someone who could not manage without you; if you help a friend, relative, spouse or neighbour with shopping, cooking, personal care or transport because they can't manage it for themselves – you are a carer.

If you care for someone else, please let us know so we can offer you support. We have access to a Care Coordinator at the surgery to help with linking up with local services and practical advice and support.

You can also contact Wired, the main carers charity in Wirral, who have various groups, classes and events for carers in the area. Call 0151 670 0777 for more information.



Do you live in Wirral and provide unpaid care for someone who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without your support?

If the answer is yes then text the word CARER to 87007 and a member of the Carers Health and Wellbeing team at WIRED will call you back to explore how we can support you with your caring role.

Scan to find out more!



Call us on
0151 670 0777
Mon-Fri
9am-4.30pm



Help us to help you



Life in general practice continues to be a challenge. We are experiencing a consistent rise in demand for services, and therefore we need to ensure that our patients are being helped by the most appropriate clinician depending on their needs. **This means that when booking your appointment you will be asked by our receptionists (who are trained as care navigators) for a brief outline of your problem.** Asking this question helps us signpost patients to the most appropriate clinician, or direct you to a more appropriate service such as a pharmacist, or a walk-in centre.

Often patients make an appointment with the doctor when they could have been helped by another member of the practice team such as Nurse Clinician, Physician Associate, Pharmacist, Practice Nurse or Healthcare Assistant. There are also occasions where patients could be helped by a member of our administration team who can deal with queries relating to prescriptions, referrals and MED3 (fit note) requests.

A member of our reception team may be able to help with your query, this frees up a GP or clinician to perhaps see a patient whose problem does require them to be seen. Please be assured that all staff are bound by the same duty of confidentiality and will only request minimal information to help with your problem.

Emergency appointments

The practice has a number of appointments available each weekday for urgent problems. These appointments are for problems that will not safely wait until the next available routine appointment.

Unfortunately, we cannot accommodate requests for specific clinicians or appointment times if you are ringing on the day urgent appointment. If you are unable to attend an appointment that has been offered or if we have reached capacity for the day, you may be directed to another appropriate service such as a local walk-in centre.

COVID and Influenza Vaccinations



We have started to invite patients for their COVID and Influenza Vaccinations. We are inviting most patients via SMS text message (which will include a web link that enables you to book your own appointment). Patients eligible for both vaccinations will be offered these at the same appointment.

Patient can also contact the surgery to book an appointment if they are eligible (with the exception of school-age children who should have their influenza vaccinations in school).

In line with advice from the Joint Committee on Vaccination and Immunisation, those eligible for a flu vaccine this year include:

- those aged 65 years and over
- those aged 6 months to under 65 years in clinical risk groups (as defined by the Green Book, chapter 19 (Influenza))
- pregnant women
- all children aged 2 or 3 years on 31 August 2023
- school-aged children (from Reception to Year 11)
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals
- frontline workers in a social care setting without an employer led occupational health scheme including those working for a registered residential care or nursing home, registered domiciliary care providers, voluntary managed hospice providers and those that are employed by those who receive direct payments (personal budgets) or Personal Health budgets, such as Personal Assistants

Those eligible for an autumn covid vaccine are:

- residents in a care home for older adults
- all adults aged 65 years and over
- persons aged 6 months to 64 years in a clinical risk group, as laid out in the Immunisation Green Book, COVID-19 chapter (Green Book)
- frontline health and social care workers
- persons aged 12 to 64 years who are household contacts (as defined in the Green Book) of people with immunosuppression
- persons aged 16 to 64 years who are carers (as defined in the Green Book) and staff working in care homes for older adults.

Details taken from:

<https://www.england.nhs.uk/2023/08/nhs-flu-and-covid-vaccine-programmes-brought-forward-due-to-risk-of-new-covid-variant/>

Zero Tolerance Policy

We will always endeavor to provide the best service that we can, and our team is here to help you. However, we ask that our patients in return treat our team in a kind and courteous manner. We will not tolerate abusive behaviour towards our staff and will take appropriate action when this is identified.