

Civic Medical Centre Newsletter: September 2024

Welcome to our practice newsletter for September 2024! This edition has a section on the various immunisations that are currently (or soon to be) available.

[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).

[Surgery Closure Dates](#)

We will be closed on the following dates from 1pm onwards for staff training and GP protected learning time: Thursday 19th September 2024, Thursday 17th October 2024, and Thursday 14th November 2024. Please be aware that the surgery would be covered by out of hours during this time (accessed via NHS 111).

NHS APP

If you do not already have online access, we recommend downloading the NHS App.

You can use the NHS App to access a range of NHS services on your smartphone or tablet. To download the NHS App please visit the Google play or App store on your mobile device.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information. You can:

- order repeat prescriptions
- access NHS 111 online
- find NHS services
- view your health records
- manage appointments
- and much more...

If you have any problems using the NHS App, you can select 'help' in the top right-hand corner of the app or visit nhs.uk/helpmeapp.

PATCHS: Online Consultations

PATCHS is our electronic consultation service that 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, with the administrative forms available throughout the day.

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



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...

Urine samples

We would ask that you only submit a sample if you have been asked to by your clinician (doctor/nurse etc). If you suspect you have a urinary tract infection (UTI i.e. “cystitis”) you will need an appointment (complete a Patchs or speak to Reception).

Please remember that if you are a female between the age of 16 and 64 your UTI can be dealt with (including issuing antibiotics if appropriate) by your Community Pharmacist via the “Pharmacy First” program. Our Reception Staff are trained as Care Navigators and can refer you to the Pharmacist if need be.

Please remember all requested samples are to be handed in before 12.30pm and must be passed directly to a member of our team (rather than left on the desk).

Pharmacy First

Pharmacy First allows pharmacists to supply prescription only medicines and antivirals where clinically appropriate, to treat seven common health conditions as follows:

- Sinusitis – 12 years and over
- Sore throat – 5 years and over
- Earache – 1 – 17 years
- Infected insect bite – 1 year and over
- Impetigo – 1 year and over
- Shingles – 18 years and over
- Uncomplicated urinary tract infections in women – 16 – 64 years

If you contact the practice with any of the above conditions our Care Navigators in most cases can make you a direct referral to a pharmacy of your choice which takes them seconds to complete.

Once the referral has been made to the pharmacy you will be provided with the contact number of your chosen pharmacy who you then can call to book a consultation.

In some cases, the pharmacist will complete the consultation over the telephone, if this is not the case, then a face-to-face consultation will be booked on the same day. This service can be more convenient for patients as they will not have to wait for an appointment at their practice and helps free up appointments for those patients who need to be seen by a GP or nurse.

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.

Patient Survey Results

Thank you to all of our patients who took the time to kindly complete the National Anonymised GP Survey, of which the results have been published today. We are extremely pleased to hear that 85% of patients are overall happy with the service that we provide, as a practice we will continue to work hard to increase the overall satisfaction rate.

For more information and to see our results in detail please visit <https://gp-patient.co.uk/patientexperiences?practicecode=N85006>

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 Carer 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



COVID and Influenza Vaccinations



From 3rd October 2024 COVID and Influenza Vaccinations will be available. 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:

- Aged 65 years and over
- Aged 18 years to under 65 years in clinical risk groups (as defined by the Green Book)
- Care home residents (living in long-stay residential care homes)
- Carers
- Close contact of immunocompromised individuals
- Frontline social care staff
- Pregnant women
- Children aged 2 or 3 years on 31st August 2024 (nasal spray flu vaccine)
- Children aged 6 months to under 18 years in clinical risk groups (as defined by the Green Book) - nasal spray flu vaccine

Those eligible for a covid vaccine are:

- Aged 65 years and over
- Residents in a care home for older adults
- Aged 6 months to 64 years in a clinical risk group (as defined by the Green Book)
- Frontline NHS and social care workers, and those working in care homes for older people

RSV Vaccination

From 1st September 2024 the RSV (Respiratory Syncytial Virus) vaccination will be available to:

- Pregnant women (on or after 28 weeks of pregnancy)
- Adults aged 75-79 on 1st September 2024.

RSV (Respiratory Syncytial Virus) is a common respiratory virus. Often first presenting as the common cold, it can cause serious lung infections. While RSV can occur at any age, the

risk and severity of RSV and its complications are increased in older adults and in small babies, causing thousands of hospitalisations and deaths each year.

The RSV vaccine has been developed to help protect older people and young babies from the virus. Adults aged 75-79 will be invited and pregnant women who are over 28 weeks of pregnancy will be offered a vaccine to pass on protection to their babies whilst in the womb. We will be holding clinics from September onwards.

For more information on the RSV virus in older adults click the link:

<https://www.gov.uk/government/publications/respiratory-syncytial-virus-rsv-vaccination-for-older-adults/your-guide-to-the-rsv-vaccine-for-older-adults>

For information about the RSV vaccine for older adults, click here:

https://assets.publishing.service.gov.uk/media/668eb423fc8e12ac3edafa9d/UKHSA_1294_9_RSV_vaccine_for_adults_14_WEB.pdf

For more information about the RSV virus in babies and vaccination for pregnant women, click the link:

<https://www.gov.uk/government/publications/respiratory-syncytial-virus-rsv-maternal-vaccination/a-guide-to-rsv-vaccination-for-pregnant-women?s=1182>