

## Civic Medical Centre Newsletter: February 2025

Welcome to our practice newsletter for February 2025!

### [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](mailto: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).

**Our electronic phone system now has a call-back feature so patients (who are in queue position five or higher) can select an option to hold their position in the queue and receive a call-back when they reach the front of the queue.**

### [Dr Downs Retirement](#)

Our managing partner and general practitioner, Dr Helen Downs, plans to retire from the surgery at the end of March 2025. She has been with the surgery for thirty years and will be beginning a new chapter of her life in East Anglia. She will be greatly missed by members of the local community and colleagues (past and present). We wish her the best of luck in her future endeavours!

Our current partners include Dr Harris, Dr Askew, Dr Moore, and Dr Jones.

## Surgery Closure Dates

We will be closed on the following dates from 1pm onwards for staff training and GP protected learning time: Tuesday 25<sup>th</sup> March 2025, Thursday 26<sup>th</sup> June 2025, and Wednesday 15<sup>th</sup> October 2025. Please be aware that the surgery would be covered by out of hours during this time (accessed via NHS 111).

## Extended Access Survey

We are reviewing our appointment system to ensure that we are offering a range of appointments that can be accessed by all patients. To help us do this we would be grateful if patients could complete the survey on our website (<https://civicmc.nhs.uk/survey-2025/>).

## Failure to Attend Appointments

In the month of January this year 39 patients did not attend their GP appointments which equates to 9 hours 45 minutes of GP time. 52 patients did not attend their nurse appointments which amounts to 13 hours of nurse time.

If you can't attend your appointment, please let us know as soon as possible so someone else can use it.

You can cancel your appointment by:

- Replying CANCEL if you received an appointment reminder text message
- Going to the appointments section of your NHS app and cancelling
- Phoning our reception team on 0151 645 6936

## Scam Phone Calls

We have been made aware of a scam targeting some patients registered with GP practices.

A patient at another surgery reported receiving a phone call with an automated message claiming to be from their GP Practice. The message asked the patient to go online to update their personal details, threatening that failure to do so could result in being removed from the practice list.

What you should do if you receive such a message:

1. Stay Alert: Be cautious of any unsolicited calls, texts, or emails asking for your personal details.
2. We will never threaten to suspend or remove a patient by text message.
3. Information we may share by text includes: advice leaflets or information about services (including links to those services), requests to provide feedback via a link, asking you to call the practice, asking you to update your smoking status or ethnicity via a link, asking you to submit a photograph of a condition via a link (we will only do this following an enquiry made by you relating to that condition) or to offer appointments via a booking link.
4. Verify Authenticity: If you are unsure about any communication claiming to be from your GP practice, contact the practice directly using our official phone number (0151 645 6936).

## [NHS APP](#)

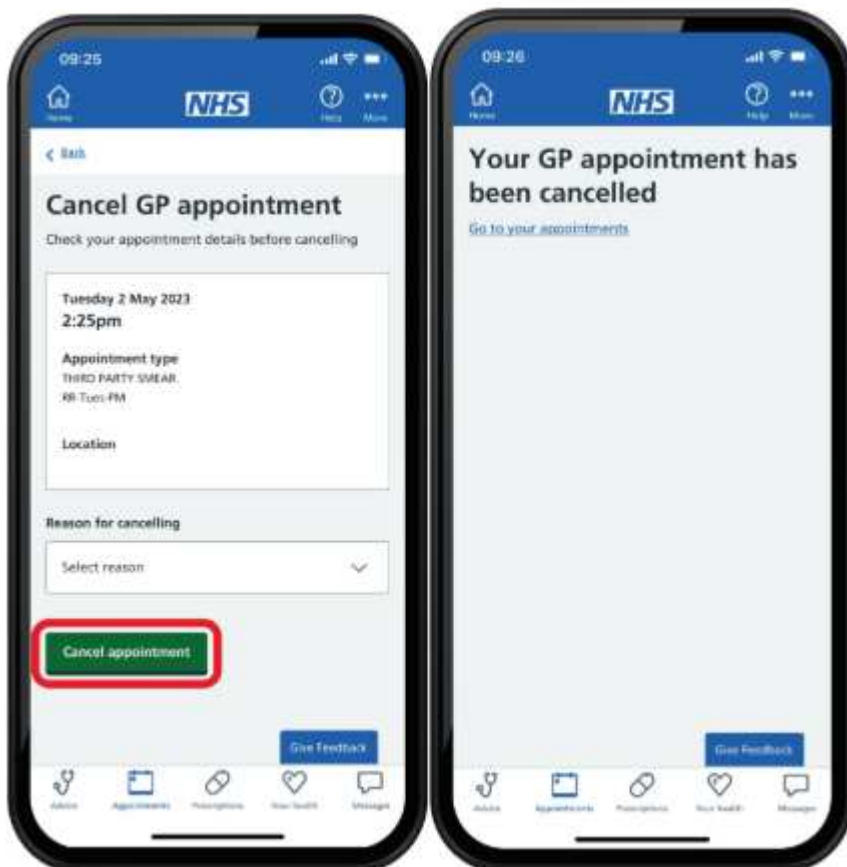
The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.

### **What you can do with the NHS App**

You need to prove who you are to get full access to the NHS App. With full access you can:

- order repeat prescriptions and nominate a pharmacy where you would like to collect them
- manage appointments (including cancelling GP appointments)
- view your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- register your organ donation decision
- use NHS 111 online to answer questions and get instant advice or medical help near you



It's recommended that if you have the NHS app that you enable notifications so that you can receive messages from healthcare organisations you are registered with (normally your GP surgery and local hospitals you have appointments with).

## [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](http://www.civicmc.nhs.uk)) and click on one of the following icons:



## [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 may need an appointment (complete a Patchs or speak to Reception).

If you have a history of Recurrent UTIs (i.e. at least 2 UTIs in six months or at least 3 UTIs in one year) or if you are on long term antibiotics to prevent a UTI - then you may submit a sample; but you will still need an appointment with a GP (telephone appointments may be fine).

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.

# Need an X-Ray?

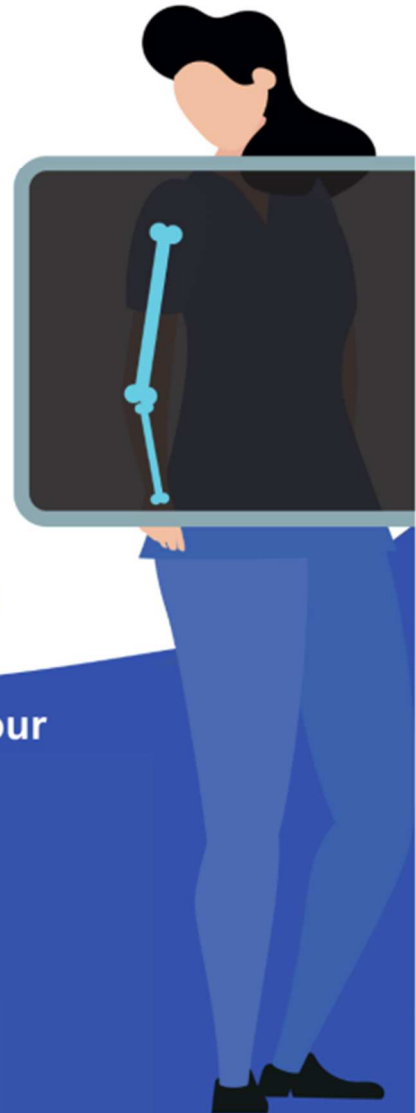
From January 2025, Wirral patients who have had an x-ray requested by their GP will now have to book an appointment slot.

You can do this, hassle free at any of our hospital sites;

- Arrowe Park Hospital
- Clatterbridge Hospital
- St Catherines Hospital
- Victoria Central Hospital

If your GP has requested an xray, book your slot today via any of the following:

- <https://wuthnhs.simplybook.cc/v2/>
- 0151 604 7165 Option 5
- Or scan the QR code



## 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](mailto: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.

## Influenza Vaccinations

If you're eligible for your flu vaccination it's not too late to arrange this with the surgery.

Please call 0151 645 6936 to arrange this important vaccination!

## Branch Mental Health Support

Every child and young person experiences ups and downs in their mental wellbeing.

Branch is here to help them find the support that works best for them. Branch is an online mental wellbeing hub for children and young people in Wirral, from 0 all the way to 18 (and up to 25 for those with additional needs). It's a guide, helping people to find the best tools and local support. It can be used for any child or young person, no matter how big or small their worries feel. It's packed with tips to help them feel better and, when they need a bit of extra support, gives simple routes into local services.

If you or a young person you know needs to visit Branch go to <https://branch-wirral.co.uk/>



## Research

As a surgery we are involved in various research studies. If we think you could be eligible for a research study, you may be contacted to invite you to take part. If you do not want to be contacted about any research studies, please let us know and we can opt you out of these invitations.

### **What is Primary Care Research?**

The CRN Primary Care speciality works in collaboration with researchers and primary care practitioners such as GPs, practice nurses, pharmacists and dentists to promote the successful delivery of research studies in the NHS. A wide range of research studies are supported which look at:

- Promoting a healthier lifestyle
- Disease diagnosis and prevention
- Management of long-term illnesses such as diabetes or hypertension
- Treating common conditions such as tonsillitis or influenza
- Prevention of neurological diseases such as dementia
- Mental and physical health awareness

### **What are the benefits of taking part in research?**

- It offers patients access to new treatments
- It brings a new dimension to practice and added skills to those involved
- It provides national gold standard training for research
- It offers mentorship and support to those involved in research within practice
- Benefits our future through development of medicine

### **How can you take part and help research progress?**

- A doctor or nurse may talk to you about a particular study and ask whether you would be interested in participating
- You may receive a text message or email from the practice asking whether you would like to participate in research
- You may be sent information through the post if we feel you may be a suitable participant
- You may read information about a current study in the patient waiting room or on the surgery website and wish to take part by contacting your GP

## 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



## Cheshire & Merseyside Women's Health App



# Cheshire & Merseyside Women's Health App

**NHS**  
Cheshire and Merseyside

Information on women's, maternity & baby's health



Mental Health

Menopause

Pregnancy & infant feeding

Periods & contraception

Immunisations

Pelvic Health



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