



Civic Medical Centre
Bebington

Surgery Newsletter – February 2026

NHS App & PATCHS

Using the NHS app and PATCHS helps us manage our appointments more efficiently and improves access to care. We currently have 77% of our patients registered for the NHS App - that's over 7,000 patients!

If you haven't registered for the NHS App then you can find out how to install it and more by visiting <https://www.nhs.uk/nhs-app/setting-up/>.

If you would like help setting up the NHS App, please speak to reception and we can arrange a suitable time to assist you with this over the phone or in person.

PATCHS online consultation service is available from 08:00-18:30 weekdays (excluding bank holidays and other surgery closures) This can be accessed via the NHS app or via the practice website www.civicmc.nhs.uk.

Total Triage Update – Thank You

We would like to thank our patients for supporting the surgery during our transition to a Total Triage system.

Since the launch of total triage in October 2025 we have received 7,692 clinical requests.

In January 2026 alone a total of 537 triage requests were resolved without needing an appointment. This demonstrates the effectiveness of Total Triage - helping us to reduce waiting times and improving patient access.

Before the launch of Total Triage in September 2025, our reception team answered a total of 5,383 calls during that month. This has reduced to 4,359 in January 2026. Total Triage has significantly reduced call numbers at the start of the day, as there is no longer the early morning rush to book appointments.

Although call volumes have reduced, there may still be times when you experience longer waits as the reception team are assisting patients who are unable to complete PATCHS requests themselves.

Call Back Feature

If you are calling the surgery at busier times, you can use the call back feature by selecting option 2 once you are in the call queue. Pressing this option holds your queue position and you will automatically be called back when you reach the front of the call queue.

Phlebotomy (Blood Tests) – Now Available at the Surgery

We are now able to offer phlebotomy appointments in the surgery, and our Phlebotomist Viki will be here on Mondays, Wednesdays, Thursdays & Fridays. We are pleased to welcome Viki to the team and hope that this change will be more convenient to our patients. If you have been asked to arrange a blood test, please call the surgery on 0151 645 6936.

New Clinical Rooms

Building works have now been completed and we are pleased to announce that we now have three new clinical rooms on the first floor. This expansion supports our growing team and improves patient access.

We are currently awaiting IT equipment, and the rooms are expected to be fully operational by the end of February 2026.

NHS App Messaging

Cheshire & Merseyside ICB spent **£1.5 million** on SMS messaging last year.

To help support the NHS and reduce costs please ensure that notifications switched on in the NHS App. Messages will be sent via the app instead of via SMS text messages.

If the notification message has not been read within 24 hours, then a text message will be sent.



Eastham Walk-In Centre

We have been advised that Eastham Walk-In Centre has re-opened.

Visit <https://www.wchc.nhs.uk/locations/eastham-clinic/> for the most up-to-date information.

Surgery Closures

The surgery will close from **1:00pm** on the following dates due to staff training and GP Protected Learning.

- Tuesday 10th March 2026
- Tuesday 14th April 2026
- Wednesday 13th May 2026
- Thursday 18th June 2026



COVID Spring Boosters

The 2026 Spring COVID-19 vaccination programme is expected to run from 13th April 2026 to 30th June 2026.

Eligible patients will be invited when vaccinations become available.

Missed Appointments (DNA)

In January 2026 there were a total of 91 appointments not attended. This is nearly 23 hours of lost clinical time.

We understand that there may be exceptional circumstances for missing an appointment; however, if you cannot attend your appointment, please let us know as soon as possible so this can be offered to another patient.

You can cancel your appointment in the following ways:

Via NHS App

- Select *Upcoming and Past Appointments*
- Choose your appointment
- Select cancel

By Telephone

- Call **0151 645 6936**
- Press option 1 after the automated message to check or cancel appointments

Appointment Reminder Text

- Use the cancellation option within the message

Help Us Help You

PATCHS requests

- Please avoid attending in-person if you are unable to complete a PATCHS request. Due to confidentiality our staff are unable to ask the triage questions at the front desk, but we will instead arrange a phone call back for you.

Home Visits

If you are housebound or submitting a request on behalf of someone who is unable to attend the surgery, please submit your request before 10:30am.

Home visits take place between morning and afternoon clinics. If appropriate, visits may be carried out by our home visiting service, Paramedic, or Advanced Nurse Practitioner.

Same Day Problems

If you have an urgent problem and require same day advice or an appointment, please submit your request as early as possible.

As appointment availability is limited, once capacity is reached you may be directed to alternative services such as a local walk-in centre.

Providing Information

Please ensure you follow PATCHS instructions carefully and select the correct category:

- **Clinical** – All health concerns
- **Administrative** – Fit notes (MED3) and other non-clinical queries

If submitting a clinical request, please provide as much information as possible to allow us to safely triage your request.

If you are submitting a request on behalf of another patient, this can be done via the practice website using your PATCHS account. Requests submitted under incorrect patient details will be rejected, as they cannot be added to patient records.

-  **Booking Other Appointments**

Appointments with a Practice Nurse, Healthcare Assistant, or routine blood tests can be booked by calling the surgery — a PATCHS request is not required.

If you have received a message asking you to arrange a follow-up appointment, this can also be booked directly as this will be documented in your records.

-  **Triage Outcomes**

Our reception team cannot override clinical triage decisions. If you are unhappy with the outcome of a request, you may submit a further PATCHS request with additional information for review by the triaging GP.

Research

Our practice is proud to support clinical research, helping to improve treatments, services, and patient outcomes.

Research at the practice is led by **Dr Askew (GP Partner)** and **Mr Rocco Hadland (Partner & Practice Pharmacist)**.

We work closely with Spital Surgery and Eastham Group Practice as part of the Tri-Health Alliance. Together, we are involved in important studies relating to Flu, RSV, COPD, and Asthma.

Taking part in research is always voluntary. Your information will never be shared without your permission, and participation will never affect your care. Studies may include questionnaires, new treatments, or secure review of health information.

As a research practice, we may occasionally contact eligible patients via text message with information about research opportunities.

Friends and Family Survey (PATCHS)

Some patients have reported being asked to complete a Friends and Family Survey when submitting a PATCHS request.

This survey asks about satisfaction with the surgery and whether you would recommend our service. We understand that being asked for feedback before receiving care can feel frustrating. Unfortunately, we are currently unable to disable this feature, but we have provided feedback to the developers.

We kindly ask that patients do not provide feedback about the PATCHS system on the Friends and Family Survey – as this is not its intended purpose.