

Penny Lane ^{NHS} Surgery Newsletter

Doctors:

Dr Felicity Mattocks

Dr Kyle Egan

Dr Anna Angotti

Dr Meenam Rastogi

Dr Miranda Mitton

Dr Lauren Pearson

Dr Nikki Thorbinson

Dr Kate Edwards

Dr Sophie Harris

Practice Nurse:

Karen Griffin

Karla Green

Practice Manager:

Kate Foley

Reception Supervisor:

Diane

Administration Officer

Paula

IT Facilitator:

Sharon

Reception Staff:

Karen

Ellie

Jacqueline

Leanne

Jenny

Lia

ISSUE 22

Summer 2022

We would like to welcome you to the latest issue of the Penny Lane Surgery Newsletter.

The news letter lets you know what is going on at your practice. Our aim is to provide you with health care tips, offer advice and provide information about your practice.



HOW TO BOOK AN APPOINTMENT

We know that it is frustrating for patients who are unable to book an appointment.

We are providing more appointments than we did pre-pandemic (500+ appointments per week which is above the amount recommended by the government) but we are struggling to keep up with patient demand.

Please check your symptoms online if you are able to, before you contact us.

<https://www.nhs.uk/conditions/>

Most minor ailments can be treated by your local Pharmacist (who is able to prescribe some antibiotics).

Speak to a pharmacist if you have;

- A sore throat
- Conjunctivitis
- UTI (in females ONLY)
- Thrush (including oral in babies)
- A rash, bite, sting or scald
- Nappy rash

The Pharmacist will let you know if you need to speak to a GP.

We close at 12.30pm one day every month (excluding August and December) for staff training. The dates are listed on our website www.pennylanesurgery.nhs.uk

To book a GP appointment:

Fill in an e-consultation on our website www.pennylanesurgery.nhs.uk

Contact us on 0151 733 2800 if your problem is urgent (at 8am for a morning appointment or 1pm for an afternoon appointment).

You can choose a face to face or telephone appointment.

Welcome To The Team!

PENNY LANE SURGERY NEWSLETTER

ISSUE 22

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We have some new staff members at Penny Lane Surgery.

We are delighted to welcome;

- Two new GP's (Dr Kate Edwards and Dr Sophie Harris)
- A new Practice Nurse (Nurse Karla)
- A new health care assistant (Heather)
- A new receptionist (Lia)

Ordering Medication

Please allow at least 48 hours notice when ordering medication.

Medication can be ordered;

- via our website
- Via an online patient access account
- By posting a request through our letterbox

Contact Details:

Tel: 0151 733 2800

or 0151 733 6565

Fax: 0151 734 3418

Phone lines operate Mon– Friday
8:00—6.30pm

Website:

www.pennylanesyrgery.nhs.uk



We were very sad to say goodbye to Dr Hamlett, who retired at the end of May. Dr. Hamlett will be missed by staff and patients alike.

Why does the Receptionist ask me questions when I call for an appointment? They are not a GP.....

Reception staff are trained to ask certain questions in order to ensure that you receive **the most appropriate medical care from the most appropriate health professional at the most appropriate time.**

If you contact surgery with knee pain, you will be booked directly with the Physiotherapist. If you contact surgery with a medication query, you will be booked directly with the Pharmacist.

Any information you give to the receptionist is treated with the strictest confidence and used only to book you with the most appropriate person to treat you.

CHILDWALL AND WAVERTREE PRIMARY CARE NETWORK (PCN)

Penny Lane Surgery is a member of the Childwall and Wavertree Primary Care Network (PCN), along with seven other local GP Practices. As part of the PCN, we have been able to employ additional staff to work across the PCN practices;

- Three Physiotherapist
- Two Pharmacists
- A Pharmacy technician
- Two health and wellbeing coaches

- A Social prescriber
- Multiple Care Co-ordinators
- A physicians Associate.

The PCN worked together to deliver the covid-19 vaccination programme from Liverpool Hope University and then Greenbank Road, Valley Medical Centre, Wavertree Athletics Centre and even Mat-alan. Together, we vaccinated 59,000 patients.