

Penny Lane Surgery ^{NHS} Newsletter

ISSUE 24

Summer 2023

Doctors:

Dr Felicity Mattocks

Dr Kyle Egan

Dr Anna Angotti

Dr Meenam Rastogi

Dr Miranda Mitton

Dr Lauren Pearson

Dr Nikki Thorbinson

Dr Sophie Harris

Dr Katrin Little

Practice Nurse:

Karen Griffin

Karla Green

HCA

Heather

Practice Manager:

Kate Foley

Reception Supervisor:

Diane

Administration Officer

Paula

IT Facilitator:

Sharon

Senior Receptionist

Leanne

Lia

Reception Staff:

Ellie

Jenny

Emma

Sinead

Welcome 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.

In April 2023, we provided **1353** appointments for our patients. It can sometimes be difficult to get a routine appointment but please rest assured that we are working as hard as we can to provide a good service for our patients.

We still see patients book but not attend or cancel appointment, please let reception know if you are unable to attend your appointment to ensure it can be booked by another patient.



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.

ABUSE IS NOT IN A DAY'S WORK

NHS



We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

Do you know about our late night and weekend clinics?

Patients from Penny Lane Surgery can book GP, Nurse, Physiotherapist and Pharmacist appointments between 6.30-8pm Monday to Friday and 9am-5pm on Saturdays,

Clinics are held at Penny Lane Surgery on Mondays and Tuesday and in one of the other local practices on Wednesday, Thursday, Friday and Saturday (Valley Medical Centre, Lance Lane Medical Centre and Greenbank Road Medical Centre).

Please speak to a member of our reception team to pre-book your appointment.



PENNY LANE SURGERY

ISSUE 24

Summer 2023

To book a GP appointment:

- Fill in an online 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 usually choose a face to face or telephone appointment.

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.pennylanesurgery.nhs.uk

Why does the Receptionist ask me questions when I call for an appointment?

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.

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

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

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

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
- Three Pharmacy technicians
- Two health and wellbeing coaches
- A Social prescriber
- Multiple Care Co-ordinators
- A Physicians Associate.

Speak to a receptionist to book an appointment with any of the above services.