

Penny Lane Surgery ^{NHS} Newsletter

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Dr Kyle Egan
Dr Anna Angotti
Dr Meenam Rastogi
Dr Miranda Mitton
Dr Lauren Pearson
Dr Nikki Thorbinson
Dr Sophie Harris
Dr Katrin Little

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Karen Griffin
Karla Green
Heather

Practice Manager:

Kate Prouse

Reception Supervisor:

Diane

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IT Facilitator:

Sharon

Senior Receptionist:

Leanne

Lia

Reception Staff:

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Jenny
Emma
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ISSUE 25

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.

Exciting News: We have had plans approved to upgrade our ground floor, providing us with an additional two consulting rooms and a modern reception area.

It has taken us nearly five years to get the work approved and we are all looking forward to the new and improved Penny Lane Surgery premises.

The work is due to start after Christmas and is expected to last up to 12 weeks. As we are required to remain open during any building work, we are expecting some noise and disruption to appointments and appreciate your co-operation during this time. We will try our hardest to keep disruption to a minimum.

You can see the plans on our website;

Winter 2023

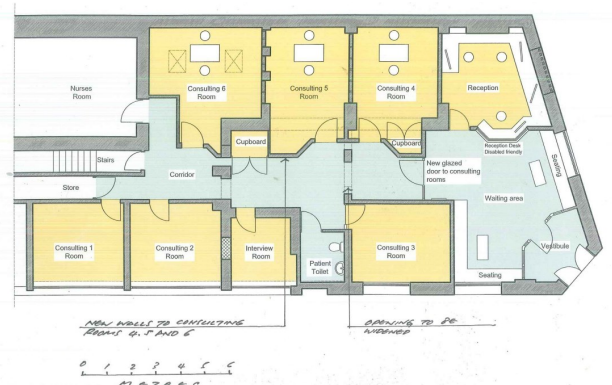
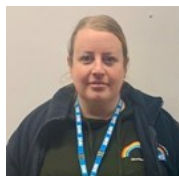


Have you had your flu vaccine yet?

Please contact reception to book an appointment with a Practice Nurse for your free flu vaccine.

We are very proud to announce that our HCA, Heather, has now graduated as a registered Nurse.

Well done Heather!



PENNY LANE SURGERY



ISSUE 24

Summer 2023

Contact Details:

Tel: 0151 733 2800

or 0151 733 6565

Phone lines operate

Mon– Friday 8:00—6.30pm

Website:

www.pennylanesurgery.nhs.uk

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

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 some antibiotics).

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.

We are seeing an increasing amount of inappropriate behaviour towards our team.

The team at Penny Lane Surgery work hard to ensure you are provided with an excellent service.

Please treat our staff with the respect they deserve.

If you are unhappy with the service we provide, please use the complaints procedure to let us know and do not take it out on the team.

Appointments

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 Monday 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.

Opening times for the festive period

Normal hours Friday 22nd December

Closed Christmas Day & Boxing Day

Normal hours Wed 27th—Fri 29th December

Closed New Years Day

