

# Penny Lane Surgery <sup>NHS</sup> Newsletter

## Doctors:

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Dr Felicity Mattocks

Dr Anna Angotti

Dr Meenam Rastogi

Dr Miranda Mitton

Dr Kyle Egan

Dr Lauren Pearson

## GP Registrar:

Dr Nitica Tandon

Dr Olu

## Practice Nurse:

Karen Griffin

## Practice Manager:

Kate Foley

## Reception Supervisor:

Diane Wilson

## Administration Officer

Paula

## IT Facilitator:

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Apprentice: Karen

ISSUE 16

Spring 2019

## Welcome to your Spring Newsletter!

**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.

## Online Patient Access

You are now able to access certain aspects of your medical records online by registering with;

**[www.patientaccess.co.uk/patient-access](http://www.patientaccess.co.uk/patient-access)**

On the website you can view your:

- **Book and cancel your routine appointments**
- **Order your repeat medication**
- **View your immunisations, allergies and medication.**

Collect a consent form from our reception desk to set up your account...



We have had multiple DNA appointments here at Penny Lane Surgery over the last 6 months. If you cannot make your appointment, we ask if you can cancel in plenty of time so we can offer the appointment to another patient.

Missed appointments cost the NHS

**£160 MILLION POUNDS**

**PER YEAR**

JUST IMAGINE WHAT THE NHS COULD DO WITH ALL THAT EXTRA MONEY!!

## **Are you a carer?**

Did you know we have a noticeboard in our reception area dedicated to carers? You can find out who to contact for support and advice and a list of event provided by Liverpool's Carers Association which is updated monthly.

We have a half day closing per month (excluding August and December) for staff training. The dates are on the notice board outside the surgery and also on the vestibule door.



## **Booking an Appointment:**

### Open Access:

Every Monday, Wednesday and Friday Morning we offer open access surgeries. This means that any patient who arrives in the surgery before 10am will be given an appointments to see a GP the same day.

On arrival patients are given a time for their appointment and can chose to either wait in the surgery or leave and come back in time for their appointment. Please note we are unable to offer patients a choice of GP at these sessions.

### Pre Bookable:

Pre-bookable appointments can be booked up to two weeks in advance. Patients are able to choose which GP they wish to see in a pre-bookable appointment.

Our appointments become available daily on a rolling 14 days basis at 11am and can booked online, via telephone or in person.

## **Accessing the right service for you..**

# **PENNY LANE SURGERY NEWSLETTER**

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We are now holding Coffee Mornings (Costa Coffee — Allerton Road) for patients who have recently been bereaved. If you would like to join us, our next meeting is on Thursday 9th May (time to be confirmed). Just pop into the Surgery and let us know you would like to join us. Come along and have a nice cup of coffee or tea and a chat.

## **Contact Details:**

**Tel:** 0151 733 2800

or 0151 733 6565

**Fax:** 0151 734 3418

Phone lines operate Mon– Friday 8:00—12:30. Phone lines close for half an hour then reopen 1:00—6:30

## **Opening Times:**

Our reception desk is open between 8.30am-12.30pm and 1pm-6pm each day.

## **Self Care**

Many things improve by themselves, or with the right advice. NHS choices has a great "Health A-Z" section, giving advice on managing a large range of conditions. NHS choices can be access online via <http://www.nhs.uk>

## **Local Pharmacist**

Your local pharmacist will offer consultations and provide advice and treatment for a range of minor illnesses. You can even get a prescription for certain conditions with the "Care at the Chemist" scheme. They are also trained to recognise the warning signs of more serious illness and will be able to suggest you see your doctor.

## **Self Referral**

Did you know that you do not need to see a GP if you wish to be referred to any of the below services, simply contact your preferred service yourself and let them know that you wish to access the service;

- - **LIVERPOOL COMMUNITY ALCOHOL SERVICE** - Support to reduce alcohol consumption (you can refer yourself directly into the Liverpool Community Alcohol Service by calling directly on 0151 529 4504. If you are a friend, relative or carer of someone you suspect of having an alcohol problem, you can also access the service for free confidential advice)

- **LIVERPOOL COMMUNITY HEALTH PODIATRY SERVICE** - Nail problems, corn and callous reduction, wound care, biomechanical assessment, gait analysis and provision of orthoses/insoles/arch supports, foot health education including footwear advice, falls and rehabilitation podiatry. To access the service, visit the website <http://www.liverpoolcommunityhealth.nhs.uk/health-services/podiatry-service.htm> and complete the referral form.

- **TALK LIVERPOOL** - One to one, online therapy and courses for people who suffer with depression, OCD, health anxiety, social anxiety, phobias, PTSD and panic attacks (the service can be accessed by completing a simple form on the website <https://www.talkliverpool.nhs.uk/can-we-help-you/what-problems-can-we-help-with/> )

- **LIVERPOOL BEREAVEMENT SERVICE** - Bereavement service offering one to one counselling. You can refer yourself directly to the service by contacting them on 0151 236 3932 (answer machine is available after office hours) or via email: [enquiries@liverpoolbereavement.co.uk](mailto:enquiries@liverpoolbereavement.co.uk) Visit the website for more information <http://liverpoolbereavement.com/>