

Penny Lane Surgery Newsletter

NHS

ISSUE 13

SPRING 2018

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Welcome to your Winter 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

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...



Would you like to stop smoking?

Smoking cessation services are now provided by Smokefree Liverpool (which replaces the Roy Castle FagEnds service). The service offers free advice and support to those wanting to stop smoking by providing a range of services that meet their needs.

Contact Smokefree Liverpool on Freephone 0700 061 4212 or online www.Smokefreeliverpool.

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.





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Following our recent
CQC inspection
the practice has
been rated as **GOOD**
in all areas!

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—
6:00

Opening Times:

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

Patient Participation Group

WE NEED YOUR HELP!!!

We need patients to join our
Patient Participation Group (PPG)
to help us to improve Penny Lane
Surgery.

We cannot do this without the
help of and advice from patients of
all ages and all walks of life.

Join today and help us improve
our services.

Accessing the right service for you..

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 Visit the website for more information <http://liverpoolbereavement.com/>