

# Penny Lane Surgery Newsletter

**Doctors:**

Dr. Paul Mullen  
Dr. Lyn Hamlett  
Dr. Felicity Mattocks  
Dr. Anna Angotti  
Dr. Meenam Rasogi  
Dr. James Kerr

**GP Registrar:**

Dr. Rajike Ratneyake

**Practice Nurse:**

Sister Karen Griffin

**Practice Manager:**

Kate Foley

**Reception Supervisor:**

Diane Wilson

**Admin Officer:**

Paula Mills

**Receptionists:**

Linda Rawlinson  
Elaine Richardson  
Sue Whitaker  
Sharon Williams  
Lesley London  
Chloe Smith  
Gill Taylor

## Welcome to your Summer Newsletter

We would like to welcome you to the latest issue of the Penny Lane Surgery Newsletter. The newsletter lets you know what is going on at your practice. Our aim is to provide you with healthcare tips, offer advice and provide information about your practice.

## Online Patient Access

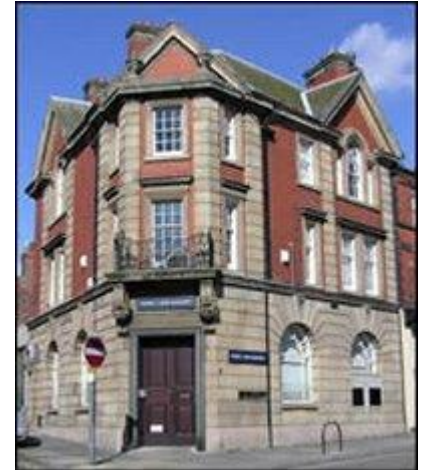
You are now able to access certain aspects of your medical records online by registering with;

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

On the website you can:

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

You can register online or speak to a Receptionist for further details.



## 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—6:00pm.

## Practice Manager

We would like to welcome our new Practice Manager, Kate Foley to Penny Lane Surgery.

Kate is available in surgery on Monday, Tuesday, Thursday and Friday to discuss any compliments, comments or concerns you may have.

# Penny Lane Surgery Newsletter

## 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 our patients. Join today and help us improve our services.

## Cancelling your appointments

We had 101 patients that did not attend or cancel their GP or Practice Nurse appointments in April 2017.

This equates to 17 hours of wasted GP and Practice Nurse appointments in one month.

Please contact us to cancel any appointments that you are unable to attend.

This will ensure the appointment can be used by another patient.

### Useful contacts:

Emergency: 999

Out of hours GP: 111

Royal Liverpool Hospital: 0151 706 2000

Alder Hey Hospital: 0151 228 4811

Liverpool Women's Hospital: 0151 708 9988

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

## Family and Friends Test

You may have noticed that we have been asking patients to complete a short questionnaire regarding your opinions on the services within the surgery.

This is a new initiative put in place by NHS England.

We would appreciate if all patients could complete this questionnaire when they are in the surgery.

This questionnaire is anonymous.

*Thank you for your co-operation.*

## Friends and Family Survey Results (April 2017)

- 50% of patients would be extremely likely to recommend us to friends and family
- 41% of patients would be likely to recommend us to friends and family
- 7% of patients would be neither likely nor unlikely to recommend us to friends and family
- 1% of patients would be unlikely to recommend us to friends and family
- 1% of patients would extremely unlikely to recommend us to friends and family