

# Patient Group Newsletter

## Green Lane Medical Centre, Tuebrook



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### 1.Surgery Matters

Dr Lawless has returned from maternity leave. Welcome back!

Dr Riding joined the team on 4<sup>th</sup> December 2023 and the positions for Care Navigator and Secretary have been filled. They both joined the team at the start of March. Welcome to all.

### 2.Missed Appointments

The last three months of missed appointments are: -

**December 2023 128 appointments**  
**January 2024 237 appointments**  
**February 2024 138 appointments**

This totals 498 lost opportunities for patients to see doctors.

It is very important that you keep all the appointments that you arrange. If you find you no longer need or can't make your appointment, **please cancel it**. You can do this by phoning (228 9101), or by using the **NHS App**, or the **My GP** app.

**The surgery now has a policy in place to help deal with the large number of missed appointments as follows: -**

If you do not attend (DNA) an appointment and have not cancelled (see above), you will be sent a text or a letter about this

Following 3 DNA's you will be sent a letter asking you to come in and discuss the matter with the Practice Manager. Depending upon what is discussed at this meeting, you may be removed from the surgery list and then have to register with

another practice. You will be given 28 days to do this before being removed from this practice list.

The 3 DNAs could run consecutively or over a 12-month period.

### **3.Measles**

Latest news from NHS Cheshire and Merseyside states that although there has not been a measles outbreak in Cheshire and Merseyside since 2012, the recent outbreak in the West Midlands has now been declared a national incident due to the highly contagious nature of the virus (one person with measles can infect a further 20).

We know your child's health is your top priority and so protecting them from serious disease is incredibly important. That is why the NHS offers a free childhood vaccine programme, safeguarding your child from certain illness.

Vaccines work by causing the body's immune system to remember the specific infection targeted in each vaccine. If your child comes into contact with an infection and they have had their vaccines, your child's body will recognise that infection and quickly respond to fight off diseases like measles, mumps, rubella, whooping cough and more. Because vaccines have been used so successfully in England, they prevent more than 5,000 deaths and more than 100,000 hospital admissions each year.

Sadly, England no longer has the levels of population immunity recommended by the World Health Organisation of 95%, and this has led to increased risk for those who are unvaccinated or under-vaccinated. It means that infections like measles and whooping cough are rising.

Such infections can have a huge impact on your child's life. They can miss out on school due to time spent unwell, be hospitalised, and even experience life-long complications, disability and in some cases tragically can cause death.

We understand that you may have questions about vaccine safety and effectiveness. All childhood vaccinations offered by the NHS have been used in millions of children and have an excellent safety record. All health authorities worldwide agree that immunisation is the safest way to protect our children's health.

NHS Cheshire and Merseyside is working with the UK Health Security Agency (UKHSA) and local partners to collectively urge parents and carers to **check their children's vaccination records to ensure they are protected**. Two doses of the MMR vaccine are 99% effective in protecting against measles and rubella and the vaccine is free on the NHS - irrespective of age.

### **4.Pharmacy First**

Going to your local pharmacy offers an easy and convenient way to get clinical advice on minor health concerns, and now community pharmacies can offer treatment for seven common conditions without patients needing to see a GP.

Highly trained pharmacists at more than nine in ten pharmacies can now assess and treat patients for earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections (UTIs) for women aged 16-64 - without the need for a GP appointment or prescription.

Community pharmacy teams are highly-skilled, qualified health professionals who have the right clinical training to give people the health advice they need. Patients don't need an appointment and private consultation rooms are available. Pharmacy teams can also signpost to other relevant local services where necessary.

Please don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local pharmacy team.

For further information visit [Think pharmacy First](#)

## **5. Gambling Service**

The North West Gambling Service has now opened a clinic in Liverpool. The clinic's is based at Mann Island in Liverpool.

The NWGS provides treatment for gambling problems as well as for those with mental health conditions, and those who may experience suicidal thoughts. It also offers a service to loved ones affected by someone else's gambling.

To find out more about the clinic including how to self-refer click this link <http://www.northerngamblingservice.nhs.uk>

## **6. Blood Pressure**

Cardiovascular disease (CVD), is a general term for conditions affecting the heart or blood vessels and causes 1 in 4 deaths in England.

High blood pressure is the largest single risk factor for CVD and can increase your risk of serious and potentially life-threatening health conditions, such as heart attacks stroke, kidney disease and vascular dementia.

However, as high blood pressure usually has no symptoms, it is estimated that 4.2 million people in England have high blood pressure without knowing it.

New data has revealed that worrying numbers don't know the potentially fatal effects of high blood pressure – with four in 10 (41 per cent) unaware that, if left untreated, high blood pressure can lead to heart disease, and over a fifth (22 per cent) being unaware that it can cause strokes and heart attacks.

**The only way to know if you have high blood pressure is to get a blood pressure test, which is a free, simple, non-invasive procedure.**

If you're aged 40 and over, you can get a free blood pressure check at your local participating pharmacy, without needing to book in advance.

Find a pharmacy that offers free blood pressure checks near you by searching “pharmacy blood pressure check” online at [NHS Blood Pressure Tests](#)

### **8.Manage Your Health**

Millions of people are using the NHS App to manage their health the easy way, from ordering a prescription to checking their health records.

Download the NHS App on your smartphone or tablet via the Google play or App store. Click the link for more information [NHS App](#)