

Patient Group Newsletter

Green Lane Medical Centre, Tuebrook



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1. Surgery Matters

There are no staff vacancies at the present time. Additional clinics have been arranged at the surgery. These include mental health support and physiotherapy. We now have two Care Co-ordinators appointed to specifically look after the needs of both Cancer and house/home bound patients.

2. Missed Appointments

The last three months of missed appointments are: -

March 2024	205 appointments
April 2024	170 appointments
May 2024	157 appointments

This totals **532** lost opportunities for patients to see doctors or attend clinic appointments.

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. New Members

We are always looking for new members for our Patient Participation Group (PPG). Currently it involves attending a meeting once every three months. These are normally held at 12.30p.m. on a Wednesday afternoon. They run for approximately one hour.

Your role would be to -

- Contribute views and give advice to the practice on how to communicate and engage with the patients the practice service.
- Have an opportunity to share their opinions on proposed changes to the way that the practice works or provides additional services
- Highlight any healthcare issues / priorities or concerns within the local community that they feel are relevant to the work of the practice.
- Be asked to play a part in the public engagement activities carried out by the practice for example by manning a stall at a local community gala.
- Use their skills to help in the work of the PPG and practice for example by using their IT skills to help design a poster.

You must also agree to maintain confidentiality and abide by the terms of reference.

To register your interest, please contact the surgery and give your name etc to the Practice Manager.

Our next meeting is 25th September 2024 at 12.30p.m.

4.The Old Library

www.tol.org.uk

We have been informed that you can obtain something to eat (free of charge) on a Friday morning between 11a.m. and 1p.m. e.g. soup, lasagne.

Please drop in or check the web site to see what else is on offer.

5.Measles Update

More than 14,000 doses of the MMR vaccine were delivered to children and young people in the North West during the first 3 months of this year, as part of the NHS MMR catch-up campaign.

The region is leading the rest of the country seeing the biggest increase in those coming forward for this vital protection. This is more than seven times increase during the same period in 2023.

Unvaccinated six- to 25-year-olds can get their MMR jabs via their G.P. surgery. Catching measles can lead to life changing issues for adults and children, such as blindness, deafness, and swelling of the brain (encephalitis). Please make sure that you and your family are protected.

6. Get Tested for Bowel Cancer

Currently everyone aged 58 to 74 and registered with a G.P. is sent an NHS bowel cancer screening kit every 2 years. This age range will gradually expand to include people aged 50 to 59 years.

The test can detect cancer before you notice any symptoms. It is very simple to use.

Bowel cancer is the third most common kind of cancer. Please use your test when it arrives and reduce your risk of dying.