

January and February 2017 Newsletter

Target Time

It is that time of year again – if you have not been in for your annual review, if you have ignored invitation letters and texts and phone calls, we have until the end of March to see you for an annual review of your chronic condition. If you have diabetes, asthma, COPD, rheumatoid arthritis, epilepsy or dementia and are unsure as to whether you are due, please check with the front desk. If you are due a check-up and prefer not to come in, please let the front desk know so we do not keep pestering you.

Missed appointments

32 in December – that says it all. Please be mindful of this when you struggle to get an appointment. If those 32 had cancelled theirs, we would not be so short of appointments. With failing numbers of GPs and increasing list sizes as surgeries close, it is essential that you cancel any appointment you are unable to keep.

We won an award!

We have been presented with the 'patient friendly practice award' by Healthwatch St.Helens. Thank you to the patient who nominated the practice. Please do not take this as a challenge to test our patience and push us to the limit of 'friendly behaviour'. The award is fixed to the wall in reception beneath the practice opening plaque.

Emergency Appointments

If you feel you need to be seen on the same day, please state this at reception so that we can fit you in with an emergency appointment. Please do this rather than wait until the practice closes and then call St.Helens rota. We should be dealing with our own emergencies within office hours and not burdening the out of hours service. Please do not abuse the system however – the emergency needs to be medically urgent and not just because of your convenience. You may get directed elsewhere if it is more appropriate eg care at the chemist, the walk in centre, your own medicine cabinet etc.

Aortic Aneurysm Screening

Male and over 65? There is a new national screening programme. If interested, call 0151 706 4767 Monday to Friday 9am to 5pm (closed 12-1pm) Please do not ring the number if under 65 or female. If either sex and over 40 with a family history of abdominal aortic aneurysm, please book appointment with doctor to discuss.

NHS Funding

The NHS continues to struggle on the funding given. Please be mindful of this if thinking about presenting at A+E. If neither an accident nor an emergency, please do not show up. Likewise, please think carefully about whether you need an ambulance or whether you can ask somebody to take you. Critical patients sometimes have to wait several hours for an ambulance due to less serious patients being transported. If you really need an ambulance urgently, you want it to turn up within 10 minutes and not be left dangling as none are available.

Thank you

Many thanks for all the kind gifts received over Christmas. They were much appreciated by all members of staff. We do realise how lucky we are to work in such a village. Best wishes for a healthy and happy 2017.