

NOVEMBER/DECEMBER 2017 NEWSLETTER

Suggestion Box

We have been asked to consider having more telephone lines in the morning. There would be no point. We have two lines and two receptionists. One option would be to move to a call-waiting system – but then you are paying for the call as you are on hold. Please consider registering for on-line access to appointments and prescriptions – these are available 24/7 and might ease the frustration.

Vaccine Shortages

An increasing number of vaccines normally routinely available are in short supply. We have now been notified there is even a shortage of the adult over 65 pneumococcal vaccine. Some holiday vaccines are still impossible to get hold of for GP practices but patients have reported that they are still available at private travel clinics. Please think about this if planning exotic holidays. It is very important to be vaccinated and 'coming to your GP' might not be an option.

Influenza Vaccination

We are nearly at the end of our supply. If you are in an at risk group and wish to have the vaccine and have not yet done so, please make yourself known at reception so we can order more in.

Out-of-hours

A number of patients contact the out-of-hours service and report 'unable to get an appointment with the GP'. You should only be contacting St.Helens rota if you have an emergency which cannot wait. If you contact the practice during the day and feel you are an emergency, please make this known to reception. We try to see all emergencies on the same day and we should not be burdening rota if you need to be seen urgently. Sometimes we have no record of being contacted.

Antibiotics

St.Helens CCG has come top (where top is bad) in the prescribing of antibiotics. Antibiotics do not work for viral infections. Certain patients should be started on antibiotics promptly but the majority of patients do not. Please be sensible – if you have a sore throat/cough but are not feverish, eating well and feeling well generally, we are not interested. If you have a cold, please stay away and do not spread your germs. If you think you feel ill enough to need an antibiotic, you need to be seen.

Christmas and New Year

We are closed for the Bank Holidays. Please make sure you have enough medication. Please be sensible in celebrations and try to avoid trips to A+E. Please use your local pharmacies where appropriate. Please take responsibility for your health.

Wishing you all a joyous Christmas, Happy New Year and a healthy and prosperous 2018.