



**The Corner Surgery**  
Southport

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*Spring*

# NEWSLETTER

**2018**



It has been an extremely challenging winter for the whole NHS, including The Corner Surgery, Southport.

Things have started to improve but we are still experiencing higher than usual levels of demand. We remain very grateful for our patients' understanding during this time.

Please continue to *Examine Your Options* when you require help with your health – visit:  
<http://examineyouroptions.info>

## ACTIVE SIGNPOSTING

Our receptionists have received training in *Active Signposting* to help ensure appointments are used as effectively as possible.

As part of this, they are now asking our patients the reason for any GP appointments – this also helps the GP to prepare for your consultation in advance.

Please be assured that this information is always handled in the strictest confidence.

## NURSING TEAM CHANGES

We are pleased to announce that our Health Care Assistant, Helen Gillon, is now working additional sessions at the surgery.

She will be helping us to manage patients' chronic disease reviews in a co-ordinated manner.

Through *Active Signposting* & additional training, we hope that more problems can be dealt with by our nursing team in future.



From 1<sup>st</sup> April 2018, GP Surgeries in Sefton will no longer be contracted to provide routine *NHS Health Checks*.

These will now be provided by Sefton Council's *Living Well Sefton* service instead.

Patients aged 40-74 who wish to have a health check, should please contact Active Lifestyles on 0151 934 2352, rather than the surgery.

## **ADVANCE APPOINTMENTS**

In response to patient feedback, we now have more appointments available to pre-book in advance.

Unfortunately, the more *Advance Appointments* we make available, the fewer urgent 'on the day' consultations we can offer, & the higher the 'did not attend' rate becomes.

We are considering a new text messaging system to help remind patients of their appointments & when an annual reviews is due. We are also hoping to procure a better telephone system, incorporating a queueing facility.



To help free up our receptionists and telephone lines, if you have access to the internet, please sign up for *Patient Access* online.

This allows you to book our *Advance Appointments* & to request your *Repeat Medications* electronically.

To sign up, please contact our receptionists who will advise you of the necessary procedure.

## **REPEAT MEDICATIONS**

As part of our contract with the Clinical Commissioning Group, we are now required to issue 28-day prescriptions for most *Repeat Medications*.

This has significantly increased the administrative workload for both the GPs & the receptionists.

We hope that a new system called 'Repeat Dispensing', where up to 12 months of prescriptions are authorised at once, will help & improve the patient experience of requesting *Repeat Medications*.

## **PATIENT PARTICIPTION**

We truly value the support & feedback we receive from our patients in helping us to provide the best service we possibly can.

Would you like to become more involved in the running of the surgery? If so, please consider joining our *Patient Participation Group (PPG)*.

The Annual General Meeting is being held on 27<sup>th</sup> June 2018 at 1:30pm, followed by nominations for the Chairperson & Committee member roles. All are welcome!

Dr David Smith