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Introduction

This is the fourth of our regular six-monthly newsletters which are designed to let our patients and their families know more about some of the things we are doing at the Practice

It's always good to get feedback on the newsletter. If there is something you find useful or if there is something you think we should include in future, please let us know.

Retirements and Other Leavers.

We recently bid a fond farewell to our practice nurse, Sister Gwen Clark, and our housekeeper Mo Sandys who both decided to take well-earned retirements. We also said goodbye to Ann Murphy from our Housekeeping team and to Blaze Hassall from our Reception team, who left to become a full-time Mum to her first baby which is due soon.

Between them they accumulated over 70 years of service to Ainsdale Medical Centre and to our patients and we all wish them well for whatever they choose to do in the future.

Our Health Care Assistant, Zoe Morrey, is leaving us at the end of August to start a degree in Adult Nursing at Edgehill University. We wish her luck and hope that we see her back at Ainsdale Medical Centre one day in the future.

New Starters

Louise Sproat joined the Reception team in February and Elizabeth Pearn will be joining the Reception team on August 1st.

We are pleased to welcome Sr Stephanie O'Connor as our new Lead Practice Nurse and to welcome back Dr Mel Ozkan. Dr Ozkan was a registrar at the practice in 2014/5 and now does clinical sessions at the surgery on Tuesdays and Thursdays.

Welcome also to the 329 new patients who have registered with the practice since January 1st. This includes 39 new born babies. It's our pleasure to look after you all.

NORMAL OPENING HOURS

Monday – Friday 8.00am to 6:30pm

'On-the-day' appointments available from 8.30am each day.

Dr Craig Molyneux

Congratulations to Craig who recently passed his examinations and is now a fully qualified GP. Craig has been our registrar since August 2015 while he completed his training year under the expert guidance of Dr Bennett.

Sadly though, this means he will soon be leaving us to embark on the next step of what we are sure will be a long and successful career in General Practice. It's been a pleasure working with him and we all wish him well for the future.



You can complete an NHS Friends and Family test survey at the surgery or on-line via our website. Forms are available next to the check-in screen.

Community Engagement

On Referendum Day June 23rd Sr Jill North, one of our nursing team, went along to the Ainsdale Community Care Centre at the Methodist Church to give an educational lunch-time talk.

The talk was called 'Diabetes and You' and Jill covered a range of issues relating to diabetes; how to identify risk factors and sensible life-style steps that people can take to reduce their risk of developing the condition in future.

Look out for more health related talks at the centre in the months ahead.

Ainsdale Community Care provide an amazing range of activities for the people of Ainsdale every weekday as well as a nutritious and reasonably-priced lunch. They are also grateful to people who can spare some of their time to volunteer.

Ain't No Mountain High Enough



In January 2016 Dr Richard Wood and Dr Rob Russell successfully completed their epic journey up Mount Kilimanjaro. At over 19000 feet it is the highest mountain in Africa and the 8 day trip included a midnight start for the lung-busting climb to the summit. We are all very proud of them both and their efforts helped raise over £12,000 for the Royal College of General Practitioners' charitable work programmes with children in Africa.

Remember that our phone lines are open throughout the working day from 8.00am – 6.30pm. We no longer close through lunch.

Our Mission Statement

We recently completed some team work to update our Practice Mission statement. In a rapidly changing National Health Service its vital the whole team is united in understanding and meeting our core purpose.

"Our mission is to support our patients in leading healthier lives and to care for them and the people close to them when they experience poor health"

Are You a Carer?

One in five households in the UK contains a carer.

If you are a carer yourself don't assume that the GP knows about your caring role.

Knowing you are a carer helps us look after your own health needs, provide you with regular health checks and make sure you are offered a free flu jab every year.

We can also help direct you to other organisations that can help you such as the Sefton Carers' Trust.

Dementia Friends



We continue to support the Dementia Friends initiative.

In April we were accepted as members of the Sefton Dementia Alliance which is a group of organisations who are working together with a common aim.

Six of our doctors received their Dementia Friends training at an educational event at Formby Hall in May which was dedicated to Dementia Care.

Jill Molloy our Dementia Friends Champion conducted another of her fantastic Dementia Awareness workshops and this time we were pleased to welcome staff from another GP practice and from one of our local pharmacies. We are working together to make Ainsdale a Dementia friendly community.

Queenscourt Fundraising.

On June 20th a team of 16 staff from Ainsdale Medical Centre (and also some of our colleagues from Ainsdale Village Surgery and the Family Surgery) took part in the Active Sefton 5k Work Place Challenge at Crosby Marina. It's the fifth year in succession that we have sent a team to this fantastic event that this year reached almost 300 participants.

On May 20th, five of our practice team took part in the Queenscourt Star Trekk night walk in very wet conditions.

Hats off to everyone in the team who combine their commitment to regular exercise with raising funds for a fantastic local cause.

Patient Facilities



We now have baby changing facilities in both our downstairs and upstairs waiting rooms. If you need a private room to breast feed your baby while you are attending the surgery please ask at Reception.

Education – Expert Patients



Once a month we organise an educational talk for the doctors and nurses. These are usually given by consultants in a particular area of clinical focus.

This month we did something new and different and we welcomed David Waugh to the surgery to give a presentation to the clinical team on Diabetes. David is a patient at the practice and an expert in Diabetes. He has many years of experience in helping people live with the condition and was able to bring a new perspective to our clinical team and help inform how we look after our patients. Thanks to David for giving up his time to help us in this way.

Ear Syringing and Dressings

We no longer perform these procedures at the surgery. They are part of the services provided at the Sandbrook Road clinic. You can contact the clinic on 01704 387130. Details of the other locations in Southport and Formby and opening hours can be found on the Southport hospital's website. <http://www.southportandormskirk.nhs.uk/>

Compliments and Complaints



We take all complaints very seriously and firmly believe that they represent an opportunity to do things better in the future. Our complaints policy is published on our website and a leaflet is available from Reception. Our Practice Manager will always make time available to talk to patients who want to discuss any aspect of how we provide care. It is always best to discuss a matter with him first to see if it can be easily resolved.

We also enjoy hearing from patients who write to thank us when they feel we have provided excellent care. These letters give the whole team a lift and they do help us with our efforts to continuously improve our services. You can also give us feedback through the Family and Friends survey or via NHS Choices.



Keeping Tabs on Your Jabs

This time of year is a really busy one for the various NHS immunisation programmes that we run from the surgery. Do any of these programmes include you?

Flu Immunisations

If you are aged 65 or over on March 1st 2017 then you are automatically entitled to a free flu vaccination. The programme also includes people who are considered to be 'at-risk' which includes pregnant women and some people with long term conditions such as asthma and diabetes.



We are once again holding our walk-in clinics at the Ainsdale Methodist Church on Wednesday 28th September and Wednesday 5th October. **If you are eligible we will send you an invitation letter through the post before September 16th.**

We work hard to make sure the flu clinics work well for our patients and we collect data throughout each clinic which helps us monitor waiting times. **Last year, over 90% of patients were vaccinated within 5 minutes of their arrival.**

Flu Immunisations For Children.

The NHS is extending the childrens' flu programme this year to include all children aged between **two and seven years**. Children aged two – four years (born between 1st September 2011 and 31st August 2014) will be invited to the surgery to see one our nurses and we will send out invitations in late-September.

Children aged 5-7 (school years 1,2+3) are looked after at school by Sefton's school nursing team. Your school office will let you know about timings.

The childrens' flu vaccination is administered by a simple nasal spray. More information about the programme can be found on NHS Choices.

Meningitis ACWY

This programme runs from late August and is primarily for 18 year-olds. Although the programme is often referred to as the 'Freshers' Dose' it is available to **ALL** 18 year olds regardless of whether they are going away to University – that is young people born between 1st September 1997 and 31 August 1998. We will send an invitation by post to all eligible patients but if you are heading off to University you will get information about this vaccination in your enrolment packs.

Young people aged 19-25 on September 1st 2016 are also eligible for this vaccination under an NHS catch up programme but we won't be pro-actively inviting this group to the surgery. Call us nearer the time if this includes you.

Shingles

The Shingles vaccination programme is now well established and this year includes patients who are **70 or 78** on September 2nd 2016. It also includes anyone who has previously been eligible but did not have their vaccination yet. Remember that your eligibility runs out once you become eighty years old. If you are approaching your 80th birthday and haven't been vaccinated give the surgery a call right away.

If you are aged between 74 and 77 on September 1st 2016 then you aren't eligible yet but you will be included in future years. The age rules for the Shingles programme are quite complicated so if you are in any doubt give the surgery a call and we will be able to check for you.