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Introduction

There is so much going on at the Practice at the moment that we thought it would be a good idea to put it all down in a newsletter. It's a chance to highlight some of the many changes that have happened during 2014 and let you know what's going to be happening during 2015

Farewell Dr Russell

Dr Russell is retiring at the end of 2014 after 34 years at Ainsdale Medical Centre. He will be missed by all of us at the surgery and I'm sure by all of his patients too. We wish him a long and very happy retirement.

Welcome Dr Weindling



We are delighted to welcome Dr Weindling back to Ainsdale Medical Centre to join the partnership in place of Dr Russell. He has previously spent a year at the surgery as a Registrar and he continues the long tradition of family doctors at Ainsdale Medical Centre. He will take over from Dr Russell on 2nd January 2015.

A Lift for the Practice



Everyone at the Practice is pleased with the news that we will be installing a lift at the rear of the building in the early part of 2015. We will also be opening out some extra clinical space on the first floor.

Find out more about what is happening on page 2 of this newsletter. The building work is expected to last for around 12 weeks and will inevitably cause some disruption though we will do our best to keep it to a minimum. Keep an eye on our website and surgery noticeboards for up to date information.

Christmas Holiday Opening Times

We have provided a cut-out and keep section on page 4 with details of our opening hours through the holiday period. If you have a medical emergency when the Practice is closed our normal number diverts to the out-of-hours provider.

May we take this opportunity to wish all of our patients a happy and peaceful Christmas

Building Work at the Surgery January – March 2015

We will be undertaking construction work inside and outside the surgery during the first three months of 2015.

The programme of improvements includes :

- Installation of a lift at the rear of the building.
- Changes to wheelchair access at the rear of building.
- Conversion of first floor toilet for disabled access.
- Creation of two additional permanent consulting rooms on the first floor.
- New safety flooring in clinical rooms.
- Changes to the back office to accommodate the secretarial team from upstairs

We will work with our building contractor (Davies Brothers of Ainsdale) to minimise the disruption you experience when you come to visit the doctors and nurses and we apologise in advance for any inconvenience it causes you if you visit the Practice while the work is going on. The safety of our patients, staff and the construction team on site is paramount.

We will post updated information on the web site and on notices in the surgery that will explain any significant disruptions. We will also put announcements on our phone system so you are aware of any restrictions before you book an appointment.

Important :

Access to the rear of the surgery building from the patient car park will be closed for most of the construction period.

The car park itself will remain open but some of the spaces will be taken up by construction equipment.

You might find it easier to use the street parking on Station Road but please pay attention to parking restrictions when you do.

If you park in the car park at the rear of the surgery you will only be able to gain access to the surgery building via the front door.

Please be very careful when walking round to the front entrance and watch out for vehicles entering and leaving car park via the driveway.

If you come to the Practice by car please take extra care and look out for pedestrians using the pathway.

Southport & Formby CCG

The Clinical Commissioning Group (CCG) is responsible for commissioning healthcare for our local population of 122,000.

Ainsdale Medical Centre is actively engaged in the important work of the CCG.

Dr Bennett is the CCG's Clinical lead for Cardio-Vascular Disease (CVD) across all of Southport and Formby and our Practice Manager, Paul Ashby, is an elected member of the CCG's Governing Body.

The Governing Body meets in public six times a year.

Education

Ainsdale Medical Centre is a training practice for doctors who are training to be GPs. Dr Azam and Dr Ozkan are our current GP Registrars.

We also host medical students from Year 3 and Year 5 of their medicine degrees at Liverpool University.

We are an accredited training centre for student nurses at Edgehill University and we participate in the Health Care Assistant Apprentice programme being run by Hugh Baird College.

We are committed to developing the healthcare professionals of the future.

New Telephone Number



In January we changed our phone number to a new local number. Unfortunately we can no longer queue callers at busy times but we have installed two extra incoming lines and we make sure we always have as many staff as possible taking calls at 8.30am

01704 575133

Appointments System

In March we moved our appointment bookings onto the same EMIS Web system that we use for our clinical records. Having everything on one system makes it much easier for us to help patients and cross reference information in the clinical record when we book an appointment for you

On-Line Services

From April 1st patients using the Patient Access secure on-line system could order medication and book appointments on-line. Over 2000 patients are using Patient Access now and during 2015 we will be making it possible to view key parts of your medical record on-line too.

To sign up to Patient Access simply bring some photographic ID to Reception to receive your registration letter.

Electronic Prescriptions.



In August we joined the EPS service which means you can elect to have your prescription sent electronically to the pharmacy of your choice after it has been digitally authorised by the doctor.

You don't need to order on-line to enjoy the convenience of this service which eliminates the 'paper-chase' from issuing repeat prescriptions. You can still opt to ask the doctor to print off a prescription on the occasions that this is more convenient for you.

To join the EPS scheme speak to your pharmacy or ask at Reception.

Summary Care Record



In October we joined the national clinical data sharing programme called Summary Care Record. This means that if you have cause to use emergency care services the clinician who is looking after you will be able to view (with your permission) details of your medication, allergies and adverse reactions.

If you don't want your Summary Care Record to be used in this programme complete, one of our data sharing preferences forms which are available on the website or at Reception.

Flu Clinics

Our community clinics were a great success this year. With over 5000 patients needing to be immunised every year it is vital that as many patients as possible attend these clinics. We spend a lot of time planning to make sure that we don't keep people waiting any longer than necessary and this year, at the second event at the Church, nobody had to wait longer than 6 minutes to be seen.

Nurse Practitioner

Penny Bailey is a nurse practitioner who joined our health care team in October. Penny can assess, diagnose and prescribe for a wide range of ailments and conditions and runs clinics every weekday at the surgery for patients aged 18+.

Many of our patients already know Penny from her previous role as Community Matron

Lunch time opening.

Since October our phone lines have been open throughout the whole day from 8.30am – 6.30pm. They are no longer closed between 1pm and 2pm



Safety Lighting

Just as the clocks went back and the dark nights arrived, we were installing new 'dusk-till-dawn' safety lighting to light the front pathway. This makes it safer for patients visiting the surgery after-dark.

NHS Friends and Family Test



Would you recommend our practice to a friend or family member who required similar care? That is the question being asked by GPs all over England since December 1st.

The NHS Friends and Family test (FFT) was introduced to hospital out-patient departments and A&E last year and has recently been extended to GP surgeries.

Practices have to publish their overall FFT score every month and report it to NHS England who will, in turn, publish it on the NHS Choices website.

We have added some extra questions to our survey in order to gain a better insight into how our patients feel about what we do at the Practice.

You can complete the survey on-line via the website or by scanning the QR code on the notices around the waiting rooms. The on-line survey is available in a range of different languages. Paper surveys are available at Reception and a large print version is also available.

Patient Reference Group



We currently have a 'virtual' Patient Reference Group which operates via a private on-line discussion forum. In 2015 when the construction work to upgrade our building infrastructure is complete, we want to develop this forum into a 'real' group that is truly representative of our patient list. If you would like to be involved in our PRG now, in its on-line version, or in the future please call the surgery and ask to speak to the Practice Manager.

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.

Christmas Opening Hours

Wednesday 24th December : 8.30am – 6.30pm

**Thursday 25th December – CLOSED

**Friday 26th December – CLOSED

Monday 29th December: 8.30am – 6.30pm

Tuesday 30th December: 8.30am – 6.30pm

Wednesday 31st December: 8.30am – 6.30pm

**Thursday 1st January – CLOSED

Friday 2nd January : 8.30am – 6.30pm

**When the Practice is closed our phones divert to our emergency out-of-hours provider.
01704 575133**