



CONTENTS

Page One

- Introduction
- Our New Lift
- Say Hello, Wave Goodbye
- Stay safe in the sun

Page Two

- How to give feedback
- Acting on Feedback
- Complaints

Page Three

- 2015 in focus
- Dementia Friends
- On Your Bike!
- On-Line Services
- Lunchtime Phone Access
- Learning at Lunchtime
- Nurse Practitioner
- Flu Clinics & Shingles
- Active Sefton 5k

Page Four

- Patient Reference Group
- Cycle of Change
- Dr Ozkan & Dr Molyneux
- Carers
- Opening Hours

Introduction

We received so much positive feedback about our Christmas newsletter that we thought it would be good to make it a regular publication in the future. Its already been the busiest of years so there's plenty to write about.

Our New Lift



The year so far has been dominated by our building work which was carried out during January – March. The project ran exactly to time and we are all delighted with the outcome. We wanted to thank all our patients for their patience and understanding whilst the work was going on.

As well as introducing a lift to the surgery we also added extra consulting rooms, a refurbished toilet with disabled facilities and baby changing facilities and additional car parking space for patients. We also took the opportunity to freshen up some of our public areas.

If our improvements have made it easier for you to visit the surgery please let us know. On page two there is a feature on the different ways you can give us your feedback. We really do welcome it all whether it's good or bad and we use it to improve what we do for all our patients.

Say Hello, Wave Goodbye



This year we have seen the arrival of Dr Weindling as well as two new receptionists, Julie and Helen. Recently we have also welcomed our latest student nurse ,Holly, who is working with us for eleven weeks as part of her Nursing Degree at Edgehill University. We wish them all a happy and successful time at the Practice.

Sadly though we have also said goodbye to Sister Rachael Jones who has left us to take up a new nursing post in the town. Thanks to Rachael for her commitment and dedication during her twelve years at Ainsdale Medical Centre.



May we wish all our patients an enjoyable summer. Remember to stay safe and healthy in the sun wherever you are.

Giving us your feedback.

Whether its good or bad, feedback helps us shape the services we provide at the practice. Here we tell you about some of the national programmes for recording your feedback about the Practice.



The NHS Friends and Family Test is an NHS-wide patient feedback programme which is now conducted by all GP Practices in England. In its simplest form it asks the patient whether they would recommend our

practice to a friend or family member. The difference between the number that say they would minus the ones who say they wouldn't produces an overall score each month.

Far more useful to us though are the free-text comments that accompany the survey forms where the patients can tell us in their own words what we can do better.

You can complete a Friends and Family test survey at the surgery or on-line via this link. Goo.gl/Trzua8 or by scanning the QR code here with your smart phone. Our practice code is ACI



NHS Choices is another way of expressing your feedback about our practice. You can add your comments and rate our services by going to the NHS Choices site and

entering your postcode in the 'services near you' box. Click on our name on the list of practices that comes up.

NHS Choices comments are public and are often used by people looking for a new GP. We get notified when anyone adds a review and we get the chance to add our response too.



The CQC is the regulator for all healthcare providers. You can send on-line feedback to the CQC – good or bad – via the 'Share Your

Experiences' feature on our provider profile. These comments are seen only by the CQC themselves, not by us and they are not made public. The CQC would expect you to have discussed negative views with the Practice before informing them.

If you aren't the kind of person who likes filling in forms or going on-line but you feel you have something to say, our Practice Manager will always be happy to discuss it with you. Ask for him at the desk or call the surgery number and ask to speak to Paul.

Acting on Feedback

We review all feedback with the doctors and, where we can, we take action.

Quite often it's the small things that make a difference. In the past few months in response to patient feedback we have:-

- Added more hand-gel dispensers
- Introduced more patient information in our waiting rooms
- Added bike locking points
- Stopped the side door from banging when it closes.
- Introduced large print format for many of our forms.

Complaints

If you feel strongly about something you think we haven't done well then you might want to follow our formal complaints procedure. Details of how to do this are contained in our Complaints leaflet which can be obtained from reception or from our website.

We would always encourage our patients to talk with our Practice Manager first to explain to him what has happened.

Dementia Friends



Earlier this year two members of our team, Shirley and Jill, successfully passed their Dementia Friends Champion training. This means they can promote the scheme within the practice and deliver training to other members of staff to help them better understand how we can actively help people living with dementia and their families. Many of our team at the Practice have already signed up to be Dementia Friends and we will continue to work to improve the facilities and care we provide at the Practice.

On Your Bike

We created some under cover-bike parking spaces during our recent building project. Now in response to patient feedback we have installed some lock anchor points. So if you cycle to the surgery, you can keep your bike dry and secure while you see the doctor.

On-Line Services



For over a year now, our patients have been able to use the Patient Access system to book appointments and order medication

Patients can now also update their address and contact details on line and since April 1st, they can also see some important parts of their medical record. Patient Access now gives access to medication, allergies and immunisation records.

Even if you are an existing user of Patient Access you will need to come to the surgery to fill a form in and provide 2 different forms of ID –one with your photo and one with your address. Protecting the confidentiality of our patients' data is important so we do need to make sure that the identification process is done carefully and thoroughly.

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

Learning at Lunchtime



Dr Bennett and our Nurse Practitioner, Penny, have been making regular visits to the Ainsdale Community Care centre at the Methodist Church to deliver lunchtime talks on health related matters. Staying safe and healthy in the winter and how to check your pulse are two of the popular topics they have covered and there will be more to come. We are always happy to help and support the brilliant work that goes on at Ainsdale Community Care..

Nurse Practitioner.

Penny Bailey is now an established part of our medical team and runs clinics every day of the week. 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+.

If you are finding it difficult to get the appointment time you want, remember to consider if a slot with Penny could be appropriate for you.

Immunisations

Flu. We will be running our annual community flu clinics for 65+ patients at the Methodist Church again this year. The dates are 30th September and 7th October so look out for your invitation from early September.

Shingles. If you were 70, 78 or 79 on September 1st 2014 you are eligible for the shingles vaccination. Your eligibility runs out on 31st August though so call the surgery without delay if you want to take advantage.

Sefton Active Workforce challenge



For the fourth year running a 12-strong group of staff from the surgery took part in the Sefton Active Workforce 5k at Crosby Marina in May. This year we were raising money for the MS Society and we achieved a highly respectable third place overall.

Our Patient Reference Group meets 4 times a year and has an on-line discussion group to discuss Practice matters. If you would like to get involved in the group which helps us develop services in a way that better meets our patients' needs, please get in touch with the surgery and ask to speak to the Practice Manager.

Cycle of Change



'Our diabetic clinics have been running effectively for years but Dr Bennett and Sr Jill North had an idea to see if supported group work with some of our patients could bring about a change in lifestyle to have an impact on health and wellbeing above and beyond medication alone.

This led to our experimental project called the " Cycle of Change" . This is now into its 4th month and is going strong. The group meet once per month with focus on lifestyle changes in conjunction with a holistic review of what makes us healthy. The aim is to run this for a year after which we will write up our findings in a report. We hope to learn from our patients journey on their cycle of change to develop and evolve this into a broader based programme to benefit other patient groups. We would like to thank our current volunteers for their participation and contribution so far.

Farewell Dr Ozkan



Dr Mel Ozkan has been with us since August 2014 and has now successfully completed her training to become a qualified GP. She will be leaving us in July to continue her career. It has been an absolute pleasure to have Dr Ozkan working with us at the surgery for the past year and we wish her every success in the future. In August we will welcome Dr Craig Molyneux as our new GP Registrar.

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.

OPENING HOURS

Monday – Friday 8.00am to 6:30pm

On the day appointments available from 8.30am each day.

Pre-bookable appointments available to 8pm most evenings. Call for availability.

One Wednesday each month we are closed from 12 noon to allow time for training.

Forthcoming half day closures:

July 8th - August 19th - September 16th

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