

## *An Overview of Penketh Health Centre*

This month we wanted to give you an overview of the practice, but during the coming months we will try to focus on individual areas of our work to give more insight into a 'day in the life' of the Health Centre.

The practice covers a catchment area of Penketh, Great Sankey and some of the surrounding area; the boundaries which are agreed with the Health Authority. Within this area we currently serve over 15,000 patients, including 5 care homes for the elderly.

The practice is staffed by six partners, four salaried GPs, four practice nurses, two health care assistants, and a team of eighteen reception/admin, some part time and some full time, who work under the Practice Manager and Business Manager.

The practice delivers Primary Care Services to the registered patients; these services include GP consultations, provision of prescriptions, referrals into secondary care, sick notes, practice nurse consultations, chronic disease monitoring and reviews, seasonal flu vaccinations, childhood vaccinations, child health development checks, travel vaccinations, palliative care support, antenatal/postnatal services, extended hours access, minor surgery and contraceptive services.

A list of the services offered by our Practice Nurses is available in the surgery and also on the website [www.penkethhealthcentre.co.uk](http://www.penkethhealthcentre.co.uk)

The GPs also do extra work that is not part of the NHS contract including Solicitor letters, General Medical Reports, Fit to fly/perform/dive letters, Health Questionnaires, Coroners reports, Employment/Driving medicals, Holiday cancellation forms amongst many others.

## ***ALL CHANGE***

Here is a summary of recent staff changes at the practice.

We said farewell to Dr Davies who has left the practice to take the opportunity of a partnership elsewhere. We wish him all the best for his future success.

We welcome Dr Claire McAuliffe who joined us in August; she will be working Tuesday to Friday. She is a very proactive and forward thinking GP who we feel will be a great asset to the practice.

Congratulations to Dr Wilson (nee Gregory) who got married in August. We send our best wishes to her and her husband for a very happy future together.

We have had some changes to our admin/reception team with some retirements, some staff changing their working hours and some new starters. All very exciting for those involved!

Denise was a valued member of our prescription team, and will have been a familiar face to our regular patients. She has been with us for 13 years, but retired at the start of October. We wish her a long and happy retirement to enjoy a well-earned rest with family and friends.

We welcome Hannah, Sarah and Nancy to our team as they are working hard to 'learn the ropes'. Please bear with us during the training period and be assured we are striving to maintain the high quality of service during this time. We are sure they will fit into our team very quickly and soon become familiar faces ready to help you all.

## ***Have we got your correct contact details?***

There are various ways of contacting the surgery

- in person
- on the telephone
- by e-mail
- by SystemOnline
- using the website feedback form

However, due to confidentiality issues we can only contact you if you give us express permission to do so. We can phone you, but cannot leave a message unless you have given consent. We can text you, but only if you have given signed consent. We can respond to e-mails, but cannot give confidential information as this is not deemed to be 'secure'. We can write to you, but mail delivery takes time.

If you give us signed consent to send you text messages to your mobile then you can receive appointment confirmations and reminders, test results, flu alerts and other alerts around national campaigns. It depends on you giving us up to date information though. Many texts fail due to us not being informed when a mobile number changes, letters are returned due to us not being informed when people move house, phone calls are unanswered when we don't have an up to date telephone number. This is all wasted resources and time.....your resources and time that could be spent in other ways. Please help us by making sure we have your current contact details.

**To sign up for our text alert services, ask a member of reception staff for details.**

### **TRY OUR NEW APP**

TPP have launched a SystmOne app for iPhone and iPad devices running iOS. This will give access to appointments and ordering prescriptions. The functionality will not be as great as the internet but some patients 'on the move' may find it useful.

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### **WE NEED TO SHARE YOUR DATA - A REMINDER**

A data collection exercise is currently underway by the NHS and they have requested information about you from your practice - your practice has to comply with this request unless you opt out.

**Confidential information from your medical records can be used by the NHS to improve the services offered to provide the best possible care for everyone. If you have any concerns or wish to prevent this from happening please speak to practice staff or visits [www.nhs.uk/caredata](http://www.nhs.uk/caredata) for further information.**

You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet "How information about you helps us to provide better care".

More information can be found here [www.nhs.uk/caredata](http://www.nhs.uk/caredata) you can also examine Frequently Asked Questions by going to:

[http://www.penkethhealthcentre.co.uk/website/N81020/files/Care\\_data\\_FAQ.pdf](http://www.penkethhealthcentre.co.uk/website/N81020/files/Care_data_FAQ.pdf)

#### **Patient Survey**

The annual patient survey is now available for patients to complete. Please ask the receptionist for a copy or visit our website to complete the online version.

Remember your comments are important to us. Closing date is 31<sup>st</sup> January 2014.

<b>How to contact your practice:</b>	<b>Visit Us On The Internet:</b>
By Phone: 01925 725644 By Fax: 01925 791017	<a href="http://www.penkethhealthcentre.co.uk">www.penkethhealthcentre.co.uk</a>