

## NEWSLETTER

QUARTER 4 2022



# Tower House Practice Patient Participation Group

### In this issue:

- Tower House Practice Updates
- PPG - meetings & patient suggestions
- Do you know.....
- Awareness subject
- Local Promotion

## Tower House Practice Updates

**New Staff** The practice now has a paramedic – Andrew Kucharik. Andrew is working at the Practice on Monday & Tuesday but we are hoping this will soon be extended. Andrew can do home visits, minor illness and review patients with frailty.

**New Service** The practice now offers phlebotomy on Tuesday, Thursday and alternate Fridays. Appointments can be made at reception.

**Covid/Flu** The practice has now vaccinated over 2000 people with flu and covid vaccinations. Flu vaccinations can still be offered and appointments can be made at the Practice.

### **Christmas Opening Times**

Friday 23<sup>rd</sup> December – open as usual

Saturday 24<sup>th</sup>, Sunday 25<sup>th</sup> & Monday 26<sup>th</sup> December – Closed

Tuesday 27 December – Closed

Monday 2<sup>nd</sup> January – Closed    Tuesday 3<sup>rd</sup> January – open as usual

## What is a Patient Participation Group (PPG)?

It is a group of patients who volunteer to get involved in making sure that the surgery is providing the services that its patients need.

Tower House Practice have an established Patient Participation Group and also a Virtual Patient Group.

The Patient Group meet every 2 months but if you feel you are unable to attend in person you have the choice of joining the virtual group or perhaps getting copies of minutes and agendas to give feedback after the meeting.

### Our PPG

Has 10+ patient members who have contributed over 50 years of service to Tower House Practice PPG and are from all walks of life. After a successful recruitment drive we were delighted welcome 9 new members to our recent meeting. Our meetings are usually face to face with virtual attendance an option available if requested.

**Our meeting is on Wednesdays 1.30—3pm and dates for 2023 are:**

25th January  
24th May  
20th September

22nd March  
26th July  
22nd November

### Patient Suggestions

*You said,* “Could you please inform patients in the waiting room if our appointment will be delayed”

#### *The Practice said*

“receptionists are asked to let patients know in the waiting room if GPs are running late plus waiting times are displayed on the self check in screen”



## Do you know.....

If you are prescribed new medication your Doctor and / or systems will check if there are any contraindications with any medication your are currently prescribed. If you do have any concerns you can use the online e-consult and ask for advice (select advice, admin ) **or ask your pharmacist.**

For routine calls to the surgery please avoid busy times which are: **8.30-10.30 and after 17:00.**

**Phlebotomy**—are you having difficulty booking a blood test?

If you are unhappy with the treatment or service you have received from phlebotomy services, you have the right to make a complaint, have it looked into and receive a response. If you're pleased, have a concern or have a complaint with one of the services commissioned by us then please let us know by contacting our Patient Experience Team on (Freephone) 0800 218 2333 or [mlcsu.pals@nhs.net](mailto:mlcsu.pals@nhs.net). Please be aware the phone line is open Monday to Friday during office hours. You can also write to the following address: Midlands and Lancashire CSU Customer Care Team Liverpool Innovation Park Second Floor (Building 2) 360 Edge Lane Liverpool L7 9NJ.

## Awareness Raising —This issue subject is : Dementia.....

More than half of the population know someone who has been diagnosed with Dementia. (1) For information and where to access support there are several organisations and websites that have a great deal of information. Some of those are:

[Specialist support to families facing dementia | Dementia UK](#)

[Alzheimer's Society - United Against Dementia \(alzheimers.org.uk\)](#)

[What is dementia? | Age UK](#) [Halton Dementia Action Alliance](#)

### Local Events and activities

**Upton Men's Talk** for all men aged 50+ - Upton Community Centre ( Widnes) - every Monday - 12 30pm - 2 30pm

**Coffee & Chat** - Age UK Mid Mersey - Runcorn office - every Friday - 10am - 12pm

**Eat @ The Heath** - Wednesday 7<sup>th</sup> Dec – 11:30 – 1:30 – tea/coffee/cake – quizzes, bingo & demonstration with local birds of prey (organised via Runcorn Police)  
Wednesday 21<sup>st</sup> Dec – 11:30 – 1:30 – tea/coffee/cake, fun activities & Carol singing

### **30 minute walk from our GP Practice**

**When:** Friday 11am **Where:** St Pauls Health Centre, High St WA7 1AB

**Duration:** 30-minutes on flat surface

### **Short walk for adults with a learning disability and carers**

**When:** Monday at 1pm **Where:** Meet the Adult Learning Disability team outside Visitor Centre/Café at Victoria Park. Call 0151 511 6606 for further info.

**Duration:** approx 20 minutes, this is a flat surface walk

**Halton Council has local cost of living information and support which you can access via** [Find out about cost of living information and support \(halton.gov.uk\)](#)

**plus have several social sport and active events** [Get Active | Active Halton](#)