

## June 2023 Newsletter

Welcome to our June newsletter at Millbrook Medical Centre!

Here you will find lots of useful information about the practice, as well as services available to you as a Knowsley patient.



### PRESCRIPTION REQUESTS

**ALL REQUESTS MUST BE MADE EITHER AT RECEPTION, THROUGH THE PRESCRIPTION BOX AT THE SURGERY, OR ALTERNATIVELY VIA THE PATIENT ACCESS APP.**

It is asked that patients allow 48 hours for a prescription request to be completed. Any medication that has not been issued in over 2—3 months may require a review appointment with a GP beforehand, so please enquire about this at Reception if you are unsure.

### COMMUNITY PHARMACY CONSULTATION SERVICE

Did you know you can access healthcare for minor illnesses from your local Pharmacist?

As qualified healthcare professionals, they can offer clinical advice and over-the-counter medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example they will tell you if you need to see a GP, nurse or other healthcare professional.

All pharmacists train for 5 years in the use of medicines. They are also trained in managing minor illnesses and providing health and wellbeing advice.

If you think you are eligible for a minor illness consultation, why not speak to Reception for a referral into this service? The Pharmacy of your choice will contact you the same day.

### SELF-CHECK IN SCREENS

We have been experiencing some intermittent technical issues with the self check in screens for appointments at Bewley Drive.

We apologise for any inconvenience and are in the process of resolving this issue. Reception staff at the desk can still arrive you for your appointment.

We thank you for your patience.

## WE NOW HAVE A FACEBOOK PAGE!



Be sure to give us a like & follow for all the latest Millbrook Medical Centre news and updates!  
[@MillbrookMedicalCentre](https://www.facebook.com/MillbrookMedicalCentre/)

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### PRACTICE OPENING TIMES

#### BEWLEY DRIVE:

Monday (08:00am - 6:30pm)  
Tuesday (08:00am - 6:30pm)  
Wednesday (08:00am - 6:30pm)  
Thursday (08:00am - 6:30pm)  
Friday (08:00am - 6:30pm)

#### TOWERHILL:

Monday (08:00am - 6:30pm)  
Tuesday (08:00am - 6:30pm)  
Wednesday (08:00am - 6:30pm)  
Thursday (08:00am - 6:30pm)  
Friday (08:00am - 6:30pm)

### LOCAL CHEMIST CONTACT NUMBERS

Leeside: 0151 546 2988  
Westvale: 0151 546 9708  
Kirkby Town Chemist: 0151 548 5480  
Towerhill: 0151 549 1308  
Broad Lane: 0151 546 6016  
Tony's (Walk In Centre): 0151 546 6454  
Harvals (St Chads Parade): 0151 549 1818  
Tops Pharmacy: 0151 547 1734



Website:  
<https://www.millbrookmedicalcentre.nhs.uk/>

Practice email:  
[GP.N83032@nhs.net](mailto:GP.N83032@nhs.net)

Contact number:  
Bewley Drive & Towerhill Surgery  
0151 546 2480

# **MILLBROOK APPOINTMENT SYSTEM**

## **HOW DO I GET AN APPOINTMENT?**

Our Access has changed since 2022.

We are aware that patients sometimes struggle to get through on the telephone, particularly first thing in the morning. To help prevent this from happening please only ring from 8am if you need an URGENT, same day appointment. For a ROUTINE appointment or administration query, you should complete an AccuRx form on our practice website.

### **SAME DAY APPOINTMENTS**

#### **FACE TO FACE (ANP) OR TELEPHONE (GP TRAINEE)**

Same day appointments are reserved for patients with Acute medical issues that cannot wait for a routine appointment within 2 weeks. These are booked with an Advanced Nurse Practitioner or GP Trainee. To make one of these appointments you must contact the practice from 8am any day Mon-Fri.

#### **FACE TO FACE OR TELEPHONE**

### **ROUTINE APPOINTMENTS**

Routine appointments are available if you need an appointment within 2 weeks with a GP or appropriate member of the team.

These are booked through the AccuRx form on our website.

If you have a preference for a morning / afternoon appointment or a particular clinician, please state this and we will do our best to accommodate your request. Please note however this cannot be guaranteed based on appointment / clinician availability.

If you are unable to complete an online form or require assistance our Reception staff are able to help on 0151 546 2480.

Should you be offered a telephone consultation, please note there is always facility for the clinician to bring you in FACE TO FACE if they decide an in-person assessment is required for your problem. A telephone consultation is a booked 10 minute appointment.

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## DNAS (DID NOT ATTEND)

We currently send out text reminders for all patients with a face to face appointment at the practice.

There are various ways in which you can cancel your appointment if you need to:

- Replying to your appointment reminder via text to cancel
- Ringing Reception on 0151 546 2480
- Informing the Receptionist on the front desk
- Cancelling online via Patient Access



If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential medical services.

### DNAs (Did Not Attend) Appointment Figures for MAY 2023

	Bewley Drive	Towerhill	Total
ANP (On the Day)	19	12	31
GP	63	72	135
HCA & Practice Nurse	73	46	119
Phlebotomy	68	27	95
Physiotherapist	6	5	11
			391

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**AFTER THREE FAILURE TO ATTEND  
 CONTACTS YOU WILL BE STRUCK OFF  
 THE PRACTICE REGISTER**

## ZERO TOLERANCE POLICY AT MILLBROOK

The Practice has noticed a recent spike in aggressive and abusive behaviour towards members of staff. We understand patients may sometimes feel frustrated with their situation and staff will always attempt to resolve this swiftly and calmly, however, it is not appropriate to display aggressive or abusive behaviour as a result; this will not be tolerated.

The practice takes it very seriously if a member of staff is treated in such a manner.

Warnings will be issued to patients who behave this way, which may result in removal from the practice list. In cases of violent behaviour, this will result in immediate removal.

## #ZeroTolerance

NHS staff should be able to come to work without fear of violence, abuse or harassment from other staff or the general public.



**We have a zero tolerance attitude towards any incident in which an employee is abused, threatened or assaulted, either in person or online, and will take legal action if necessary.**

This includes:

- Use of force that results in physical injury or personal discomfort
- Serious or persistent use of verbal abuse
- Staff who are assaulted or abused outside their place of work
- Threatening behaviour that targets staff members on social media such as Twitter, Facebook or Instagram

Website:  
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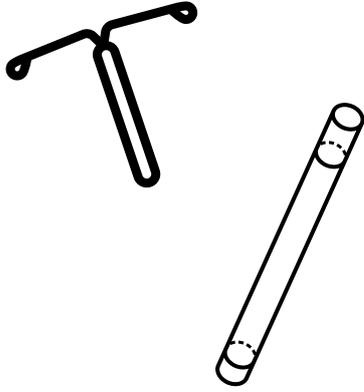
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## LARC (LONG ACTING REVERSIBLE CONTRACEPTION) CLINICS

The practice holds a LARC clinic each month for patients interested in having a coil or implant fitted/removed.



For patients interested in booking into the LARC clinic, please enquire at Reception today. An initial assessment/education will be undertaken via telephone before your face to face appointment.

## CHILDHOOD IMMUNISATION CLINICS

We hold regular clinics for childhood immunisations at the practice. Mum and Baby checks are conducted for new-borns at around 8 weeks after birth. This is to ensure the GP can complete physical health checks on both Mum and Baby, as well as administer routine immunisations to baby in the same appointment.

Routine immunisations such as:

- DTaP (Diphtheria, Tetanus & Whooping Cough)
- IPV (Polio)
- MMR (Measles, Mumps & Rubella)
- Hep B (Hepatitis B)
- Hib (Haemophilus influenzae type b)

are a vital part of your child's vaccination schedule to prevent against such diseases.

More information can be found at:

<https://www.nhs.uk/conditions/vaccinations/why-vaccination-is-safe-and-important/>



## Don't let Measles, Mumps and Rubella into your child's world

Protect your child with both doses of the MMR vaccine. Book with your GP or find out more at [nhs.uk/MMR](https://www.nhs.uk/MMR)



Help us  
help you



# LGBTQ+ Help & Support

At Millbrook Medical Centre we are proud to promote diversity and equality to all our patients. Shockingly, the evidence from NHS England shows that LGBTQ+ people have disproportionately worse health outcomes and experiences of healthcare in the UK. LGBTQ+ people still face discrimination in the UK. This is unacceptable, and we need to increase our efforts to address these health inequalities.

Some research has found a higher prevalence of disability in the LGBTQ+ community, especially in younger people. Disabled queer people can experience multiple levels of discrimination, as well as additional struggles to receive the right care.

Concerningly, according to the Stonewall report, one in seven (14%) LGBTQ+ people have avoided medical treatment for fear of discrimination. This figure was almost two in five (37%) for trans people and one in three (33%) for non-binary people.

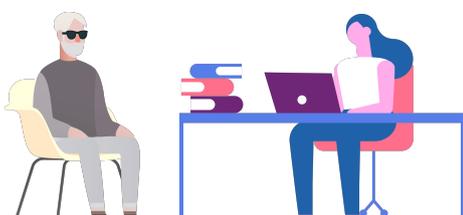
Visit our website under the "Services" tab for the full list of links & support available to LGBTQ+ patients.

## 15th - 21st June Men's Health Week

According to the Mental Health Foundation, approximately 1-in-8 men have a common mental health problem such as anxiety, stress, or depression. When left unattended, these problems can worsen and be detrimental to those affected. This is highlighted in current statistics: for example, in the UK, 3 out of 4 suicides are men. Furthermore, suicide is the biggest killer of men under 45. These statistics underline the importance of removing the stigma surrounding men's mental health, helping men reach out, talk about their problems and seek treatment.

It is no secret that a stigma exists regarding men's mental health, and sadly some men still feel uncomfortable discussing their problems openly. According to recent statistics, 40% of men won't talk about their mental health with their friends or family. Therefore, many individuals suffer in silence. While the topic is becoming more prevalent with more awareness campaigns, there is still a need to help men feel comfortable enough to speak out about their mental health.

Source: <https://www.healthassured.org/blog/men-s-health-week-2023/>



### LINKS FOR FURTHER HELP & SUPPORT:

<https://uk.movember.com/mens-health/general>  
<https://www.menshealthforum.org.uk/>  
<https://www.blueribbonfoundation.org.uk/>