

# Concept House and Sefton Road Surgery

## December 2023 Patient Newsletter

### Welcome to our Winter Edition Newsletter

We aim to produce our newsletters regularly to provide you with that's going on in the practice and any upcoming changes.

### Winter pressures and demand for appointments

As expected, during the winter months there is a greater demand for appointments.

Our reception team are trained to ask brief questions to ensure you are booked in with the most appropriate clinician.

We may also signpost you to other services, including the local respiratory hubs, extended access, or a local pharmacy. By doing this, we can better meet the needs of more patients.

Our phone lines are most busy between 8.00-10.00am and we can only deal with urgent appointments during this time. For anything else, please call after 10.00am.

### Changes To The Team..



We said goodbye to Dr Sarah Popplewell and HCA, Karenza Newton. We wish them both the best of luck on their new adventures.

We welcomed Lesley-Ann and Lorna into our team of wonderful receptionists and Natalie Vickers joined us as a HCA.

Megan Robinson, HCA went on maternity leave in September and went on to have a beautiful baby girl.

We are currently recruiting for a salaried GP and Advanced Nurse Practitioner.

Sefton Carers Centre provides free advice and support for unpaid carers in Sefton

**Carers Helpline**  
0151 288 6086  
Monday - Friday, 10am - 4pm (excluding public holidays)  
Email: [help@carers.sefton.gov.uk](mailto:help@carers.sefton.gov.uk)

Information on Local COVID-19 Support  
Welfare Benefits Advice  
Carer's Assessments  
Specialist Parent and Young Carer Teams

A carer is anyone who cares, unpaid (including those who are in receipt of Carers Allowance), for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot manage without their support.

If you are a carer, please contact the surgery to find out how we can support you.

### Covid and Flu Vaccinations

The housebound team have finished their home visits for patients who cannot get into the surgery for Covid and/or Flu vaccinations. If you are housebound and have not yet been contacted, please call the surgery.

We still have flu vaccinations available at the surgery for those patients who are eligible. Please contact reception to book.

We do not currently offer Covid vaccinations at the surgery but there are many local pharmacies offering this service for eligible patients. All appointments are available on the National Booking System website.

### Shingles

Patients aged 65 or 70 are eligible for the shingles vaccination. We will be in contact in due course as we make our way through the patient list.

## **A day in the life of a busy GP.**

Hi, Im Dr Ruvy, one of the salaried GPs and I wanted to give you an idea of what a typical day looks like for the me at the practice.

On a normal day I get into the practice at around 8am, I have 1 slot for a face to face appointment booked for 8.30am. Before this, I look at any urgent blood results or messages that have come in to me since I was last in. This might include messages from district nurses about patients who are housebound or from the midwives about patients they have seen.

After this I get on with my morning clinic which consists of 17 telephone triage appointments. I finish at around 11.30am and complete any administration that may be required from my morning list. For example, if someone may have cancer, call the hospital specialists for advice or complete any referrals required to the hospital.

If I am on call, reception may ask me to fit in a patient they are concerned about or ask me a medication query which can often add to my workload. If 111 have assess a patient and feel they need to be seen, they will also be added to my morning appointments.

After this, I will go out on any home visits that may be required. We do utilise the Acute Visiting Service for housebound patients which has reduced the amount of home visits that I go out to so if no visits have been requested, I use this time to sign any repeat prescriptions or deal with any urgent documents that may have come in.

My afternoon clinic starts at 2pm where I will see the patients requiring a face to face appointment that I assessed earlier that morning. These are 10 minute slots as I have already triaged the patient over the telephone. This session roughly finishes around 4pm before I see the 5 pre-booked follow up appointments that start at 4.15pm. Again, if I have any time spare, I will try to complete sicknotes, deal with any urgent safeguarding concerns/ returning safeguarding documentation and sign repeat prescriptions.

I try and head out of the surgery by about 6:30pm.

I hope this gives you a brief insight into how the GPs work at Concept House and Sefton Road Surgery.

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**Can you help?**  
**Befriending and**  
**Companionship Volunteers**  
**needed across Sefton!**



Supporting:



Community  
Connectors



For more information visit:  
[volunteeringsefton.org.uk](http://volunteeringsefton.org.uk)

