

## Patient Participation Group

We hope this newsletter finds you well. As you can imagine the past several months have been very challenging in the health care sector. The team at Moore Street Surgery has made tremendous efforts over the past year. We are very proud of how our staff has worked tirelessly, and as a team have adapted rapidly to the constant changes brought about by the onset of Covid-19 pandemic. One of these changes was the telephone consultations system and is clearly done for patients and staff safety.

### IMPORTANT NOTICE - CORONAVIRUS

If you have symptoms associated with Coronavirus including a new continuous cough, a high temperature or loss or change to your sense of smell or taste, you are advised to stay at home for 10 days.

### PLEASE DO NOT COME TO THE SURGERY

Please stay at home, self-isolate and ring 111 or us for advice. Do not use public transport or taxis. Do not go to work, school or public places. Do not just present yourself to any GP surgery or hospital without seeking advice first.

### Appointments at the Surgery

**We politely request that all patients wear a face mask/face covering when entering the surgery.**

If you need to see your GP, please ring us first on **0151 944 1066** or contact us using eConsult (available on our website). The GP will then assess via telephone triage/eConsult whether a face-to-face appointment is required.

Please note, there are no pre-bookable appointments. Appointments are being delivered face-to-face (only by prior telephone triage by a doctor), online and over the telephone. If you are waiting for a check-up, please be assured we will be in touch.

Measures are in place to keep you safe from infection during your visit to the surgery.

If you have COVID symptoms, or are waiting for a COVID test result, please **DO NOT** attend the surgery. If you have a planned appointment please ring the surgery for advice.

**We have had a drastic reduction in did not attend appointments, with the new telephone system, which had previously been a concern.**

OPEN

NHS

To protect you from coronavirus, your GP practice will try to help you remotely and then see you face-to-face if needed.



### Easter Opening Times



We are closed on the following dates for Easter this year:

**Bank holidays: Friday 2<sup>nd</sup> April and Monday 5<sup>th</sup> April**

We are open normal working hours otherwise.

### Staff Update

Dr Roberts has now retired from the practice. The practice partners are now Dr H Mercer and Dr J Anten.

We would also like to welcome three new members of staff to Moore Street Surgery. Sister Yvonne Sturdy, our new Advanced Nurse Practitioner and both Liz Wilson and Alison Moore, two new members of our reception team.

## Patient Participation Group

### COVID Vaccines

We are contacting our patients in order of priority and we will make sure that you are called when it's your turn to be vaccinated. In the meantime we continue to ask for your patient and help by following these steps:

- Please do not contact your GP practice or the NHS to seek a vaccine, we will contact you.
- If you are in a currently eligible group, you may contact the national booking service for an appointment by visiting [www.nhs.uk/covid-vaccination](http://www.nhs.uk/covid-vaccination) or by calling 119 if you'd prefer not to wait for an appointment with our local GP led service.
- When you are contacted, please attend your booked appointments as close to the time as possible to avoid queueing in the cold weather.
- Even when you've been vaccinated, please continue to follow all the guidance to control the virus and save lives by socially distancing, wearing a mask or face covering and washing your hands regularly.
- Even if you've had your COVID-19 vaccine, there is still a change you could spread Coronavirus. You need both doses of the vaccine to fully protect yourself against Coronavirus.

**We have been sending text invites to all our eligible patients in order of priority. You will receive a link in a text message to book your own appointment at a local clinic. Once you have received this message, please book your appointment as soon as you can. If you are in an eligible group (1-9) and have not yet received your text invitation you may need to update your mobile number. Please inform reception .**

**The surgery has currently vaccinated 68.4% of cohorts 1-9.**



### Carers

For clarity, all patient seeking to be verified as a carer in order to receive their vaccination as part of Group 6, should contact Sefton Carers Centre on **0151 288 6060**. They will inform the practice of respective individuals who will require coding and inviting for a vaccination.

### Testing for people with symptoms in Sefton

In March drive-through mobile testing units will be available across the Borough. These sites are for those with symptoms (a new persistent cough, a high temperature or a loss of sense of smell or taste) and can be booked by calling 119 or visiting [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

For more information visit:

<https://mysefton.co.uk/2021/03/03/march-coronavirus-testing-facilities-across-sefton-for-those-with->



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### WE OFFER...

Website: [www.moorestreetsurgery.nhs.uk](http://www.moorestreetsurgery.nhs.uk)

Facebook: [www.facebook.com/moorestreetsurgery](https://www.facebook.com/moorestreetsurgery)

#### eConsults

An alternative to telephoning the surgery. Use eConsult to ask your GP surgery about your health symptoms, conditions or treatment. You can even request things like sick notes and GP letters.



Simple to use and you will be prompted on the practice website on how to use and to do your request.

The practice responds by phone or email, usually by the end of the next working day.

**Please DO NOT use this service for repeat prescriptions.**

#### Prescriptions

If you wish to order a prescription, it can be done so in the normal process:



- The post-box on the front door
- The prescription box in the foyer
- Online via Patient Access/NHS app

The usual 48 hour rules apply.

#### Keeping Updated

For all of our latest updates, news and information, see our monthly newsletter available on our website or our Facebook page.

You can access our Facebook page by visiting [www.facebook.com/moorestreetsurgery](https://www.facebook.com/moorestreetsurgery) or scanning the QR code below.



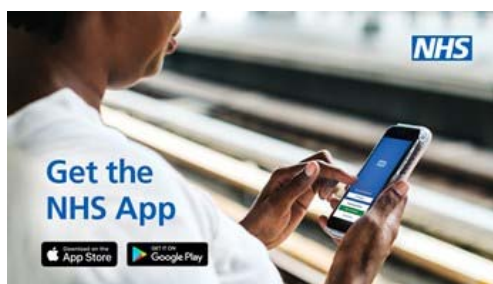
#### NHS App

Try the NHS App. If you're a patient at our practice you can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet.

You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, view your GP medical record and more.

If you already use Patient Access you can continue to use it. You can use the NHS App as well.

Visit <https://www.nhs.uk/nhs-services/online-services/nhs-app/> for more information.



## Patient Participation Group

### Feedback

#### GP Survey 2020

## THE GP PATIENT SURVEY



**480 surveys were sent out. 124 surveys sent back. 26% completion rate**

Where patient experience is best:

- ✓ **63%** of respondents were offered a choice of appointment when they last tried to make an appointment. (CCG average is 53%. National average is 60%)
- ✓ **72%** of respondents are satisfied with the general practice appointment times available. (CCG average 63%. National average 63%.)
- ✓ **69%** of respondents find it easy to get through to this GP practice by phone. (CCG average 60%. National average 65%.)

Where patient experience could improve:

- **86%** of respondents find the receptionists at this GP practice helpful. (CCG average 90%. National average 89%.)
- **83%** of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment. (CCG average 87%. National average 85%.)
- **70%** of respondents were satisfied with the type of appointment they were offered. (CCG average 73%. National average 73%.)

#### You Said. We Listened. We did.

We really value feedback from our patients. Whether it's through practice surveys, Health Watch surveys, NHS choices or The Friends and Family Test. Feedback forms are available from reception or online at <https://www.moorestreetsurgery.nhs.uk/>

- ✓ Patients have mentioned the difficulties of getting through on the phone. As we are doing telephone consultations the telephone lines do get congested. The 4<sup>th</sup> line is just for the outgoing calls for the consultations, freeing the telephone lines into the practice.
- ✓ **Blood tests being done of an afternoon**  
Patients asked could blood tests be done later in the day. We have now arranged a blood courier service to do afternoon collections so we can make appointments for blood tests up to 3pm.