

TEL: 0151 944 1066  
FAX: 0151 933 4715  
www.moorestreetsurgery.nhs.  
uk

# Moore Street Surgery

February 2020

## New at Moore Street

- **From March 2020 we can do afternoon appointments for blood tests**
- **We have a new Social Prescribing Link Worker service at the surgery from 14/2/2020**

## PHLEBOTOMY SERVICES

We provide our own phlebotomy service at the surgery 5 mornings a week from **8am -12pm**.

**From March 2020 we will have afternoon clinics.**

Appointments can be made at the reception desk.

Alternatively you can attend Sefton Road Centre, Netherton Health Centre, Bootle Health Centre, Prince Street, Thornton Health Centre and Maghull Health Centre. Sefton based patients cannot use Breeze Hill which is now only available for Liverpool based patients.

## **IMPORTANT NOTICE - CORONAVIRUS**

If you suspect you have coronavirus\*, **PLEASE DO NOT COME TO SURGERY**. Please stay at home 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

\*Coronavirus is suspected where you have had travel from mainland China (not including Hong Kong and Macao) or contact with a confirmed case **AND** you have a respiratory illness (with at least one of breathlessness, cough or sore throat) starting within 14 days of the above travel.

For more information <https://www.nhs.uk/conditions/wuhan-novel->

## Social Prescribing Link Worker

Services in general practice and the community are being transformed to make it easier for you to access a wider range of help from your surgery, closer to home, by phone or online. This is part of the NHS long-term plan to offer people further choice and more joined-up healthcare.

## **SO WE ARE PLEASE TO INFORM YOU OF A NEW SERVICE TO MOORE STREET SURGERY—Social Prescribing Link Worker**

Social prescribing involves helping people to improve their health and wellbeing by connecting them to activities in the community. Link Workers connect those feeling lonely, overwhelmed or in need of help to a range of local support, from community and activity groups to work, debt or housing advice. They can help with:

- ◆ Getting people to focus on their own priorities and the things that affect their wellbeing
- ◆ Supporting people to take more control of their health
- ◆ Introducing people to groups and activities in their community

**Friday AFTERNOON session, every other week starting Friday 14/02/20**

## E CONSULTS – From March 2020 Moore Street Surgery will have E Consults.

eConsult is free to use for NHS patients. 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.

- Find your symptom, condition or request.
- Fill out a quick form.
- The practice responds by phone or email, usually by the end of the next working day.



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## Well Woman Clinics

### What is a well woman clinic?

Many GP surgeries offer a well woman clinic, where you may be seen by a female doctor or practice nurse. The well woman clinic will often provide advice on:

- gynecological problems
- family planning advice
- cervical screening
- breast disease
- the menopause

You can also discuss your general health, and have your urine, weight, cholesterol and blood pressure checked. Ask at reception for more information or to book appointment.

### Breast Concerns

All women from aged 50 to their 71st birthday are automatically invited for breast screening (**Mammogram**). If you're worried about breast cancer symptoms, such as a lump or an area of thickened tissue in a breast, or you notice that your breasts look or feel different from what's normal for you, do not wait to be offered screening. See a GP.



### Cervical screening

Cervical screening (a smear test) checks the health of your cervix. The cervix is the opening to your womb from your vagina. It is not a test for cancer, it's a test to prevent cancer. All women and people with a cervix **aged 25-64** should be invited by letter. Try not to put off cervical screening. It's one of the best ways to protect yourself from cervical cancer. Ask at reception for more information or to book appointment.

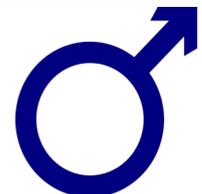
## Well Man Clinics

### What are well man clinics?

A well man clinic isn't a replacement for your GP. If you're ill or need medical advice, see your GP. The range of tests and health checks may vary between clinics, but any of the following may be assessed:

- advice on cancers that can affect men such as testicular or prostate cancer
- general health
- your lifestyle, including diet, exercise, alcohol and smoking
- medical history
- weight and height
- blood pressure

Ask at reception for more information or to book appointment.



### Erectile dysfunction (impotence)

Erection problems (impotence) are very common, particularly in men over 40. It's usually nothing to worry about, most men occasionally fail to get or keep an erection. This is usually caused by stress, tiredness, anxiety or drinking too much alcohol. **See a GP or go to a sexual health clinic if:** erection problems keep happening. It could be a sign of an underlying health condition.

### Prostate Cancer

**Prostate cancer is the most common cancer in men in the UK.** Symptoms of prostate cancer do not usually appear until the prostate is large enough to affect the tube that carries urine from the bladder out of the penis (urethra). When this happens, you may notice things like: **an increased need to pee, straining while you pee, a feeling that your bladder has not fully emptied.**

These symptoms should not be ignored, but they do not mean you have prostate cancer. Ask at reception for more information or to book appointment.

**Would you like a chaperone at your appointment? Please ask at reception.**

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## Children's Corner

**BABY PRE SCHOOL BOOSTER CLINIC IS CHANGING AT MOORE STREET TO A THURSDAY AFTERNOON**

**3:30PM TO 4:30PM (from march)**

**BABY CLINIC IS THURSDAY MORNING FROM 9:00AM TO 11:30AM.**

**IF YOU HAVE PROBLEMS ATTENDING THE CLINICS TIMES, PLEASE LET THE RECEPTION TEAM KNOW.**



### Improving MMR Uptake - GP Practice Campaign

Getting protected against measles, mumps and rubella (MMR) with the MMR vaccination is the safest and most effective way to protect you and your family against these diseases. Full protection requires **two doses**. For anyone not fully immunised, a catch-up vaccination is available.

Contact your GP practice for more information. [www.nhs.uk/](http://www.nhs.uk/)

### Vaccination Tips for Parents—Things you can do on the day

- remember to take your personal child health record (PCHR) – in England this is usually known as the "red book"
- call the practice or clinic to let them know if someone else is taking your child for vaccinations – or give the person a letter with your contact details
- dress your baby in clothes that are easy to remove – babies under 12 months have injections in the thigh. Dress toddlers and older children in loose or short sleeves – they'll have their injections in the arm
- try to stay calm during the vaccination – it's natural to worry but it might make your child anxious and restless
- let your child know what's going to happen in simple language – for example, "you may feel a sharp scratch that will go away very fast"
- hold your child on your knee during the injection – if you're worried about seeing injections you could ask a nurse or another member of staff to hold them for you

### MMR Vaccine

MMR is a safe and effective combined vaccine that protects against 3 separate illnesses – measles, mumps and rubella (German measles) – in a single injection. The full course of MMR requires 2 doses. **Measles, mumps** and **rubella** are highly infectious conditions that can have serious, potentially fatal complications, including meningitis, swelling of the brain (encephalitis) and deafness. They can also lead to complications in pregnancy that affect the unborn baby, and can lead to miscarriage. Since the MMR vaccine was introduced in 1988, it's rare for children in the UK to develop these serious conditions. But outbreaks happen and there have been cases of measles in recent years, so it's important to make sure that you and your children are up-to-date with the MMR vaccination.



### Children's Mental Health Week—[www.childrensmentalhealthweek.org.uk](http://www.childrensmentalhealthweek.org.uk)

Children's Mental Health Week is run by children's mental health charity Place2Be to focus on the importance of looking after our emotional wellbeing from an early age.. This year's theme is: **Find your Brave**. Bravery comes in all shapes and sizes and is different for everyone. Bravery can be about sharing worries and asking for help, trying something new or pushing yourself outside your comfort zone. It can build your confidence, self-esteem and make you feel good about yourself.

This Children's Mental Health Week, we need your support to help us spread the word and raise awareness of this important issue.

Please help spread the news about Children's Mental Health Week on social media by tagging **Place2Be** in all of your tweets and use **#ChildrensMentalHealthWeek**.

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## Smoking Cessation Clinics

We have a smoking cessation clinic at the surgery every **Monday afternoon** where patients receive support on stopping smoking for good. Patients are four times more likely to quit with NHS help. Please ask at reception for details or to book an appointment.



## Bowel Cancer Screening

Are you 60-74?

Received one of these in the post?

Take the test - bowel cancer screening could save your life.



## Practice Manager

Well done team Moore Street who have collected 3 boxes of food/clothes/smellies for Whitechapel, which is a foodbank and homeless support for Bootle.

This is something Moore Street Surgery staff have decided to do on a monthly basis.



## You Said...We did



We love to hear feedback from our patients. You can do this via the website, practice questionnaires and our feedback box in reception.

**Did you know, if you wish to discuss a matter away from the reception area, we are happy to oblige. Just ask at reception.**

## From January 2020

- **It was difficult to get through on the phone in the morning...**  
...We have installed another phone line
- **Hard to get an appointment when ringing in the morning...**  
...We now release appointments at 6:30pm online the night before
- **More access to appointments...**  
...Reception staff will advise you of the appointments available on the "7 day access" service which Monday-Friday 5pm-8pm, Saturday & Sunday 10am-1pm at Litherland Town Hall.

## Appointment DNA'S

There was a total of **1483** missed appointment slots between **1.1.2019** and **1.1.2020!**

If a patient fails to attend 3 appointments (without prior notice of cancellation) within the space of 12 months, they **can** be removed from the practice list.

## Facebook

We have a brand new surgery Facebook page **coming soon**. Here you will be able to find out all the latest news from the practice.



## Practice News February 2020

Thank you to the patient participation group for attending the meeting on 4<sup>th</sup> Feb. If you wish to be part of the patient participation group, you can do so by asking at reception, email or via the practice website.

Meetings minutes are available on the website with any information discussed.