



We provide best quality care in an excellent environment supported by effective patient centred systems

EASTER CLOSURES

Over the Easter period the surgery will be closed

- Good Friday—14th April 2017
- Easter Monday—17th April 2017

We will be open as normal all other days across the holiday period. Please make sure you get your prescription requests in asap.

STAFF UPDATES

We have some new faces who have joined our team. We have a new Advanced Nurse Practitioner, Blackhall, who will be seeing you for minor ailments.

We welcome Dr Phipps back after Easter.

Kristen is the latest apprentice to join The Elms and will be here for 12 months. In reception we have Lyn, Charlie, Paige, Hayley and Gemma.

We are very proud

to say that Danielle who started as an apprentice in 2015, was taken on full time before her apprenticeship had finished, has landed the job of

Appointments Supervisor.

Sadly Dr Wijesinghe has left to become a Partner in another practice. Nurse Chris Matcham has moved on and Anita and Sue from our admin team have also moved to another practice. We wish them all the best of luck.

We celebrated Diane from Reception's 20th Anniversary working with us last month with lunch and cake.



Next PPG Meeting
Wednesday
17th May 2017
10—11.30am

All welcome—just turn up!

REFURB

The reception area was completed last year and we have recently painted our waiting area. Watch this space for new seating which will include high back, weight bearing seats. For those who are a bit unsteady.

NEW STOP SMOKING SERVICE

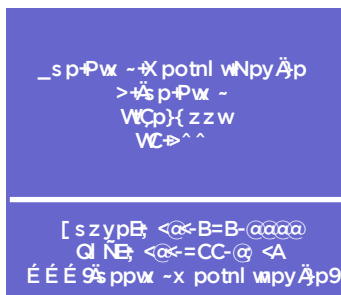
We are piloting a new bookable stop smoking service here at The Elms every Friday between 11:30am-1:00pm. Ask at reception if interested. We still have our drop in clinic every Monday between 4:30-5:45pm.

Follow us on
Twitter:

@TheElmsMedLpool

THE ELMS MEDICAL CENTRE

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TRIAGE RESEARCH

Our triage service has been included in a national study for the Royal College of GPs looking at telephone triage. We are pleased to be at the leading edge of this service which enables more people to see a Doctor here each day.

PATIENT ONLINE ACCESS

Did you know that by having online access you can do the following from the comfort of your own home:

- Book smears appointments
- Book triage appointments
- Order repeat prescriptions
- Book travel vaccs & baby imms appointments

It's really easy to get online access, just ask at reception

Please Let us know...

- If you change your address or telephone number
- If you require a quiet place to breast-feed, please ask at reception
- Please tell us your smoking status and alcohol intake in the last 12 months

FRIENDS & FAMILY

Here's some of the lovely feedback we have had from our January/February Friends & Family questionnaire:

- Always able to speak to a Doctor
- Helpful reception staff
- Both Doctors & staff are caring and good listeners
- I would recommend this surgery
- Friendly & helpful receptionist
- Doctors ring you back within 1 hour with an appointment

If you would like to fill one of these questionnaires, ask at reception.

PUBLIC HEALTH CAMPAIGNS

BOWEL CANCER SCREENING:

Aimed at people aged 55-74 years with a focus on men as they are less likely to participate in screening. These people will be being sent a home testing kit, please use it if so.

HIV HOME SAMPLING:

It is aimed at men who have sex with men (MSM) and black African people, and we want to target people who do not normally test. People at higher

risk of HIV in Liverpool can now order a HIV home-sampling test kit online from

www.freetesting.hiv

BE FOOD SMART:

Change4Life is launching a new campaign that highlights the surprising amount of sugar, saturated fat and salt found in everyday food and drink. The campaign is concentrating on Childhood obesity. Figures show that in Liverpool more than 1 in 4 children aged 4 to 5 years

old and more than 1 in 3 children aged 10 and 11-years-old are overweight or obese.

SEPSIS AWARENESS:

UK Sepsis Trust aims to improve awareness of the symptoms of sepsis amongst parents and carers of young children. For more information visit www.nhs.uk/sepsis or sepsistrust.org