

the elms medical centre

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

healthwatch

100%

96%

97%

95%

• Of patients Healthwatch spoke to were able to book a same-day appointment

• Said the only time they've had to use another service when they could not see a GP was because the surgery was closed

• Of patients made their appointment over the phone

• Of patients said they usually get an appointment that is convenient

Healthwatch Liverpool spoke to a random sample of 38 patients at the practice. The feedback we got from patients was overwhelmingly positive! The appointments system seems to be working particularly well with patients able to phone the practice until 11.30am in the morning and receive a same day appointment if needed, and with the phone lines reopening in the afternoons. One of the features of the system that seems to work well for patients is that after speaking to reception, patients receive a speedy call back from a GP to establish if and when the appointment should take place.

There were some areas for improvement and we will be looking at how we can use this



information to keep on delivering the best quality care and service for our patients. If you've got an idea that could help improve The Elms, share it on: healthwatchliverpool.co.uk

What do you think is good about your GP practice?

"It's brilliant, been here for years. Offer lots of different services."

"It is very good for me. I've never had a problem. If I moved house I'd have to take the practice with me!"

"I can ring up and speak to a GP on the day and if necessary see a GP. All the GPs that I have met have been really lovely."

"When you phone you are dealt with courteously and efficiently. Can't fault it - excellent practice!"

Many practices' patients fear that if they do not call as soon as the telephone lines open there will be no appointments left. This is clearly not the case at The Elms and patients' confidence in us allows them to call at a time that suits them and avoids the early morning rush which can be stressful for staff and patients alike. We are delighted with this positive feedback and would like to thank Healthwatch and the patients who contributed.

econsult

Did you know you can now consult with your GP online at a time that suits you? Go to theelmsmedicalcentre.webgp.com and simply fill out an online form about your problem, which asks questions your GP would ask you in a normal face-to-face appointment. You'll get a response by the end of the next working-day. You can ask for an extension on a fit-note or get a prescription sent straight to your local pharmacist. There's also a wealth of self-help information, which could even save you a trip to the practice.



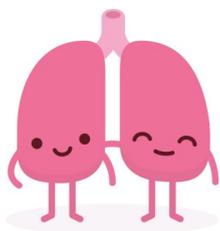
The NHS turns 70 years old on 5th July 2018! For ideas on how you can mark the NHS's 70th birthday go to: www.england.nhs.uk/nhs70/

You can also join the conversation on social media using the hashtag #NHS70

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Healthy Lung Programme—Update



If you received an invite letter to one of the Healthy Lung clinics, please book an appointment as soon as possible. The lung nurses will be offering appointments at the Practice until the end of February. After

this date you will still be able to go to a clinic, but you would have to travel to another site.

“We have invited over 850 of our patients to these clinics. To-date only 206 people have booked an appointment. In the rest of the city, just over 5,000 people have attended one of these clinics. An independent survey found that 96% of people who attended would recommend it to a friend. I would highly recommend you attend this clinic.”

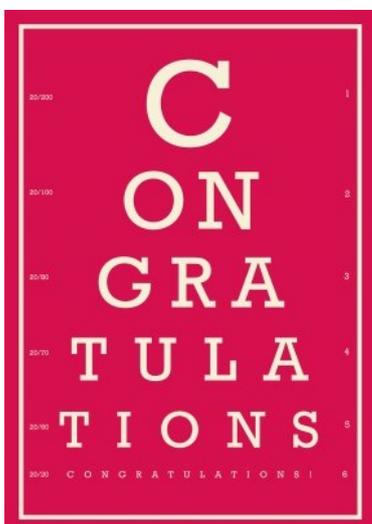
The clinics are offered to patients:

- Aged 58-75
- Those who have smoked OR
- Those who have COPD

Please telephone **0151 254 3032** to book, or ask a member of reception for more information.

The Elms—Staff Updates

We are delighted to announce that Dr McElholm has now become a Partner in the practice and we all would like to give her a warm welcome!



This is a very exciting step for The Elms & Dr McElholm, who started as a Registrar.

We also have some fresh faces in reception, including two Business Admin apprentices; Alex and Megan. We hope you'll play a part in making them feel very welcome.

smokefree
Liverpool

FREE
proven support
to help you
stop smoking **FOREVER**

The FREE stop smoking service by Solutions 4 Health offering professional stop smoking support that works! We have a drop in service at The Elms on Mondays between 4.30pm - 5.45pm with an approachable and fully-trained advisor. Visit www.smokefreeliverpool.co.uk for more info.

Training Dates

Please be aware that due to half-day staff-training, the practice will be closed from 1pm on the following Wednesdays: **24th January, 21st February & 28th March.**

Next PPG Meeting at 10am on 14th March 2018

We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups to help shape The Elms. If you are interested in joining our Patient Participation Group, come along in March! The meetings are informal and refreshments will be provided.

