



Northgate Medical Centre Spring 2024 Newsletter

Check Cloud – our new phone system.

We have recently switched over to a new phone system, which gives patients the option of being directed to reception, secretaries, and general queries.

Please bear with us during our transition period, our reception team are working very hard to answer your calls.

PATCHS

Do you know if your query is clinical, or admin related?

- **Clinical** – Feeling unwell, new/long-term problems.
- **Admin** – Sick notes, letters from GP, requests for information; e.g test results/immunisation history.

These queries are always to be used for non-urgent issues and we will aim to respond within 48 hours.

On 31 January 2024, the new **Pharmacy First** service launched, this enables Community Pharmacists to also treat patients without prescription for 7 specific conditions:



- Shingles
- Impetigo
- Infected Insect Bites
- Sinusitis
- Acute Otitis Media (ear infection)
- Uncomplicated UTI (in women aged 16-64)



The community pharmacist will clinically assess you and then: Treat if clinically appropriate, provide advice and support via over-the-counter medicines if appropriate. Refer you onto another health professional or GP practice if clinically required. When calling our reception team, if you have any of the above symptoms our team will triage you and explain the process of Pharmacy First to help with your next steps.



Patient contacts the Pharmacy

Patient will have a private consultation with the community pharmacist in the pharmacy consultation room face to face or via a secure remote platform.

If the patient does not make contact with the community pharmacy, the pharmacist will assess and follow up with the patient as clinically appropriate.



Patient consultation

The pharmacist will ask the patient questions about their health.

This may include their previous medical history, any allergies, any medicines they are taking and the symptoms they are currently experiencing. For some conditions, the pharmacist may request to perform a quick examination, such as using an otoscope for patients presenting with acute otitis media symptoms.



Minor Illness Referrals

For minor illness referrals, the patient outcomes can be: advice; advice and recommend self-care products; or onward referral by the community pharmacist to another health professional for further clinical review. This could be or to another setting such as an urgent treatment centre or (in a small percentage of cases) back to the GP practice.



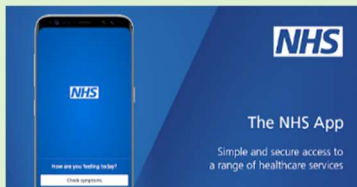
7 clinical pathways

If the referral is for one of the 7 clinical pathways, the patient outcomes could include the supply of certain prescription only medicines when appropriate e.g. antibiotics if needed. Other outcomes could include advice; advice and recommend self-care products; or onward referral by the community pharmacist to another health professional if required.

DID YOU KNOW?

You can book appointments online & order prescriptions using patient access/NHS app? We have multiple appointments available with all doctors & our advanced nurse practitioner, all bookable by patients.

If you struggle to call at 8am, this could be ideal for you.



1st February 2024 – 7th March 2024

Reception answered 3694 calls.
Received 400+ prescription requests.
Booked 921 appointments.
56 appointments were missed.

If you cannot make your appointment, please let reception know so we can offer this to somebody else.

Mums Matter!

 Mind Wirral

Mums Matter has literally changed my life



Do you feel anxious, or have worrying thoughts and feelings?

We can help

Please contact us on 0151 512 2200 or mumsmatter@wirralmind.org.uk

Referrals can be made by any professional supporting new mums. We also accept self-referrals from mums who feel that they would benefit from the service.

Most pharmacies are no longer taking repeat prescription requests.

Ways you can request:

PLEASE NOTE: We cannot accept prescription requests over the phone.

- Via NHS App
- Via Patient Access - www.patientaccess.com
- Drop off at our post-box outside the front of the building.
- Post to the surgery or hand in at reception.

Mini Eggs Orange Rocky Road Recipe



- Line a 20cm square baking tin with baking paper. Put the chopped chocolates, butter and golden syrup in a large, heatproof bowl set over a pan of simmering water, making sure the water doesn't touch the bottom of the bowl. Heat, stirring occasionally, until melted. Remove from the heat and set aside to cool for 10 mins.
- Put the biscuits in a freezer bag and bash with a rolling pin into chunky pieces; set aside. Lightly crush most of the Mini Eggs, reserving some whole for decorating.
- Stir the biscuits, half the orange zest and most of the marshmallows and crushed mini eggs into the chocolate mixture. Tip into the prepared tin, level the top and then decorate with the remaining marshmallows, orange zest and Mini Eggs. Set aside for 20 mins, then transfer to the fridge for at least 1 hr or until set.
- To serve, slice into bars. The rocky road will keep for up to a week in an airtight container in the fridge.