



Partners

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Southdene Primary Care Resource Centre
Bewley Drive, Kirkby, Liverpool, L32 9PF
Tel: 0151 546 2480
Website: www.millbrookmedicalcentre.nhs.uk

Welcome to our April 2024 Newsletter!

Appointments

Help us to help you by ringing from 8am only for an acute, on the day appointment. If you require a routine GP appointment, have an Admin query, or a sick note request; we advise you complete an AccuRx Triage form on our practice website. You can also visit our Appointments section on the practice website for further information/links.

Prescriptions



Patients should allow 48 hours for a prescription request to be completed. Any medication that has not been issued in over 2-3 months may require a review appointment with a GP beforehand, so please enquire at Reception if you are unsure.

If you haven't already, why not register for the NHS App? It is easy to order your repeat prescriptions via the app. Any patient can register for the NHS App from their mobile/tablet device. Scan the QR code with your camera to register.



Telephone Lines

We recently sent out a survey to patients regarding the new "call-back" system on the telephone lines. 92% of patients thought this was a useful service. By selecting the call-back option, the patient is placed in a call-back queue with Reception, not the GP.

As this is a new system, there have been teething issues and reports of patients who have opted for a call-back, but not been placed in the queue. The practice is working closely with our local telecoms provider, who are working hard to remedy any reported issues.



Opening Times

Monday
08:00am – 6:30pm
Tuesday
08:00am – 6:30pm
Wednesday
08:00am – 6:30pm
Thursday
08:00am – 6:30pm
Friday
08:00am – 6:30pm

Southdene PCRC
Bewley Drive
Liverpool
L32 9PF

Towerhill PCRC
Ebony Way
Liverpool
L33 1XT

Facebook Page

The practice has a live Facebook page! Be sure to give us a like and follow for the latest news and updates:
[@MillbrookMedicalCentre](https://www.facebook.com/MillbrookMedicalCentre)

Find us on

Measles Outbreak

The recent Measles outbreak has now been declared a national health incident. Measles continues to circulate across England with certain regions having outbreaks. Children not up to date with their MMR vaccinations are at risk of catching measles:

- Nine out of ten unvaccinated children can catch measles from an infected classmate
- One in five will require a hospital visit if they catch measles
- One in 15 will experience complications from measles, such as meningitis and sepsis

In light of the outbreak, Millbrook Medical Centre will be contacting parents of children overdue their immunisations.

If you think your child is overdue immunisations and would like to book in before we contact you, please call us on **0151 546 2480**.

Local Pharmacy Contact Numbers

Leaside:

0151 546 2988

Westvale:

0151 546 9708

Kirkby Town:

0151 548 5480

Towerhill:

0151 549 1308

Broad Lane:

0151 546 6016

St Chads Walk In Centre:

0151 546 6454

Harvals (St Chads Parade):

0151 549 1818

Tops Pharmacy:

0151 547 1734

Copplehouse Lane:

0151 525 1160

Pharmacy First

“Pharmacy First” is the new service launched nationally on 31st January 2024. Almost all pharmacies now offer the Pharmacy First service, giving advice and, if needed, NHS medicines to treat seven common health conditions – and all without the need for a GP appointment.

Speak to Reception who can refer you for:

- *Sinusitis (adults & children aged 12 and over)*
- *Sore throat (adults & children aged 5 and over)*
- *Earache (children & young adults aged 1 – 17 years)*
- *Infected insect bite (adults & children aged 1 and over)*
- *Impetigo (adults & children aged 1 and over)*
- *Shingles (adults aged 18 and over)*
- *Urinary tract infection (women, aged 16 to 64)*



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Reception iPads

Both our Bewley Drive & Towerhill sites now have iPads on the front desks to facilitate patients requiring language translation. Patients can simply speak into the iPad which will then translate the detected language (subject to language).

Holly Health

Holly Health is a personalised coaching app to help improve patient health. Millbrook Medical Centre has partnered with Holly Health to offer patients 12 months of free habit coaching (to help sleep, exercise, eating and mental wellbeing). The app may serve as an extra tool to help feel physically and mentally better. You can sign up via the link on our practice website homepage, or via the QR code (scan this with your mobile camera):



We're now live with **Holly Health**, the healthy habit coaching app!

Holly
HEALTH

For:

- Stress & anxiety reduction
- Rebuilding a better relationship with food
- Increasing exercise
- Getting better sleep



Featured in

BBC
METRO

 **MILLBROOK**
MEDICAL CENTRE

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Kirkby Cookbook

Millbrook Medical Centre, Liverpool John Moores University & Aintree Hospital are working together to devise a cookbook for Kirkby residents and would like your help to gather suitable research into Kirkby's cooking habits.

We would be grateful if you could please complete our quick survey below via the QR code (scan this with your mobile camera):



Knowsley Carers Centre

Help & support is available to Carers in Knowsley via the Carers Centre. They are an independent, local registered charity and network partner of Carers Trust. Knowsley Carers Centre provide a range of services to support and enhance the lives of unpaid carers throughout Knowsley.

Services include:

- Counselling
 - Events and Trips
 - Therapies
 - Welfare Rights
- and more*

Visit the Carers section of the homepage our practice website for further links/information, or visit:

www.knowsleycarers.co.uk