

Partner GPs

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A warm welcome from
the Millbrook Team!
In this issue, you'll find:

➔ Important changes to the Cervical Screening Programme

💉 Mounjaro availability and prescribing

🦠 The current status of Measles in Knowsley and how to stay protected

📅 Information on upcoming seasonal health programmes

If you have questions about anything in this newsletter – or ideas for future topics – please let us know. Your feedback helps us keep this newsletter useful and relevant.

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Need to Speak to Us Privately at Reception?

We have a small side room available if your conversation with the Receptionist is private. If you need this, just ask at the desk and our friendly Reception team will be more than willing to locate a quiet and space for you to chat with them.



 **MILLBROOK**
MEDICAL CENTRE

Practice Newsletter

September 2025

Thank you! Patient Feedback

I always get good service from my doctors keep on doing what you're doing

From the start it was excellent service the young lady on the desk was so kind she was very efficient showing kindness to my husband who has Dementia. Then we went in to room 2 where the nurse took my husband bloods and BP she was so good

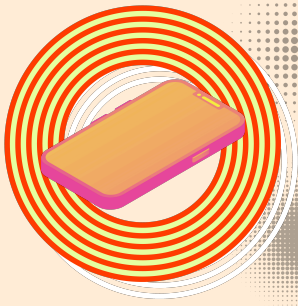
*I was made aware when I first booked in the Dr's list was running slightly behind which was very much appreciated. When I went in to see Dr Merriman, he was patient and kind to me and most of all I felt listened to.
Wonderful experience*

Excellent reception staff, Doctor helped with several issues and was very clear as to the next steps to be taken.

The call back system for appointments is great, I was able to get an appointment on the day. As I work full time the later appointment of 18:45 was ideal, no stress about having to leave work early.

*Efficient, professional service.
Clean surgery*

All comments collected from July 2025 Friends & Family Test



Cervical Screening Digital Results

Starting in September 2025, the NHS will begin sending negative cervical screening results through the NHS App. Those with a negative result will receive a secure message and a notification within the app. If the message is not read within 72 hours, a letter will be sent by post as a failsafe.

Abnormal result letters will continue to be sent by post for the time being.



This update follows the successful introduction of digital invitations and reminders in June 2025, where over 90% of cervical screening invitations are now sent via the NHS App, with the rest sent by post.

The NHS Cervical Screening Programme helps prevent cervical cancer by detecting early cell changes or high-risk HPV. It invites eligible women and people with a cervix aged 25 to 64 for regular screening.

This move aims to make communication faster and more convenient while maintaining clear and reliable contact with patients.

Encourage friends and family to attend their screening appointments – early detection saves lives.

For more information, visit: www.nhs.uk/cervicalscreening

Mounjaro

What is it?



Can I have it from my GP?

We are aware that there is growing interest in Mounjaro as a new treatment option for weight loss. At present, Mounjaro is not available to be prescribed by General Practice for weight management.

Currently, only a small number of patients meet the strict eligibility criteria, which are based on specific health conditions. Access to this medication is being carefully managed at a national level.

We are working closely with our local Integrated Care Board (ICB) to finalise plans for how Mounjaro will be made available locally. Patients who meet the eligibility criteria will be contacted directly by the practice once prescribing arrangements are confirmed.

We kindly ask that patients do not contact the practice regarding Mounjaro at this time, as we will proactively reach out to those who are eligible.

Thank you for your understanding and patience.

Extended Access Service

Did you know you can get a GP appointment in the evening and at the weekend?

Patients in Kirkby can get extra GP appointments during normal surgery hours, in the evening and at the weekend.

Extended Access is available Monday – Friday from 6:30pm–8pm and Saturdays from 9am – 5pm. We will try and book you in at a time that works best for you.

The appointments are available at:

- **St Chads Health Centre, St Chads Drive, Kirkby, Liverpool, L32 8RE**
- **St Laurences Medical Centre, Leaside Avenue, Kirkby, Liverpool, L32 9QU**
- **Millbrook Medical Centre, Southdene PCRC, Bewley Drive, Kirkby, Liverpool, L32 9PF**
- **Wingate Medical Centre, Bigdale Drive, Kirkby, Liverpool, L33 6YJ**



To book an Extended Access appointment, ring the practice and ask the Receptionist for an Extended Access appointment. You'll be seen face to face by a GP who can access your GP practice medical records (with your consent).

DNAs (Did Not Attends)

We operate a DNA policy where if any appointment is not attended without being cancelled at least one hour before on more than 3 occasions, the patient will be struck off from the practice register.

DNA figures are posted monthly to our 'Appointments' page on the practice website.

Did Not Attends in General Practice cost the NHS around £30 – £42 per appointment. Using data collated from across the UK via the NHS England Appointments Data Dashboard, this amounted to 13 million DNAs in 2024 which totals an estimated cost of £468 million.

For the Knowsley region alone there were 60,625 appointments not attended in General Practice in 2024. This amounts to an estimated cost of £2,182,500.

There are various ways your appointment can be cancelled if you no longer require it such as:

- Texting "CANCEL" to your appointment reminder message
- Cancelling via NHS App / Patient Access
- Informing Reception via telephone or front desk

Appointments must be cancelled at least 1 hour in advance, so that the appointment may be given to another patient.

We are continuing to see a rise in measles cases across Knowsley. As part of our response, we are contacting all patients - including adults who may be missing MMR (Measles, Mumps, and Rubella) vaccine doses.

Think you might have missed a dose?

Please contact the practice to check your records and book in for your MMR vaccine if needed.

The Living Well Bus continues to offer free MMR vaccines at several local sites. Check the table below for upcoming dates and locations.

To protect all patients and staff, anyone with suspected measles will be assessed at our Bewley Drive practice in a controlled, sterile environment, separate from regular clinical areas. These patients will use a dedicated entrance, and Reception will provide full instructions when arranging appointments.

Protect yourself and your community - check your vaccine status today.



Date	Time	Location
Friday 05/09/2025	10:30 AM – 4:00 PM	Peacock Pub Car Park, Bigdale Drive, Northwood, Kirkby, L33 6XJ
Saturday 13/09/2025	10:30 AM – 4:00 PM	Prescot Town Centre (Next to Heron Foods), Eccleston St, L34 5QD
Monday 15/09/2025	10:30 AM – 4:00 PM	Explore Partnership, 16 Camberley Drive, L25 9PU
Wednesday 17/09/2025	10:00 AM – 3:00 PM	Leach Croft Car Park, Stockbridge Village
Wednesday 24/09/2025	10:30 AM – 4:00 PM	Fairhaven, Tower Hill Estate, Kirkby, L33 1UY



Stoptober



Stoptober is approaching - the perfect time to take the first step towards quitting smoking for good!

We're here to support you every step of the way. We can refer you directly to Smokefree Knowsley, a free local service offering expert advice, support, and resources tailored to help you quit successfully.

You can also self-refer by texting QUIT to 61825, calling 0151 426 7462, or visiting www.smokefreeknowsley.org.uk

Make this Stoptober your turning point. Contact us today to start your quit journey!

Flu season is just around the corner, and getting your flu jab is one of the best ways to protect yourself and those around you.

We will be contacting all eligible patients soon to arrange appointments for both the COVID autumn booster and flu vaccine, once we receive stock at the practice.

Stay informed! We'll also be posting updates and booking information on our website and Facebook page as the season approaches.

If you're eligible, please wait for our call or message and book your jab as soon as possible to stay protected this autumn.

