

The Beeches Medical Centre Winter 2024 Newsletter

"Our aim is to deliver an equitable, patient driven, high quality and caring primary health care service without prejudice to patients of the practice."



The Beeches
Medical Centre



Facebook.com/
TheBeechesMedicalCentre
Tel: 0151 424 3101

 <p>Self Care Care for yourself at home</p> <p>Minor cuts & grazes Minor bruises Minor sprains Coughs and colds</p>	 <p>Pharmacy Local expert advice</p> <p>Minor illnesses Headaches Stomach upsets Bites & stings</p>	 <p>NHS 111 Non-emergency help</p> <p>Feeling unwell? Unsure? Anxious? Need help?</p>	 <p>GP Advice Out of hours: Call 111</p> <p>Persistent symptoms Chronic pain Long term conditions New prescriptions</p>	 <p>UTCs Urgent Treatment Centres</p> <p>Breaks & sprains X-rays Cuts & grazes Fever & rashes</p>	 <p>A&E or 999 For emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
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Service Information

What have we been doing during November?



Number of Face to Face appointments = 1339

Number of Telephone Consultations = 808

Number of Home Visits = 55

**Data based on all clinicians*



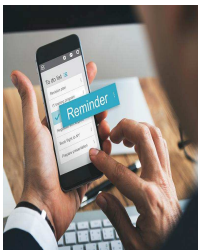
585 PATCHS digital requests, were triaged and acted on by a GP.



A total of 944 tasks were sent to the daily GP on duty throughout November.

3143 Prescriptions were issued by a GP during November.

88 appointments were lost as patients did not attend their appointments during November 2024. This has an estimated cost to the NHS of £4,928 but even more frustrating is that these appointments could be offered to other patients.



Unfortunately, we have seen a recent increase in our DNA rates. Patients will generally be sent text message reminders for the majority of their appointments. Patients can cancel their appointments using the text link sent within the text reminder or can call reception on 0151 424 3101 if they can't attend their appointment.

Staff News

We welcome Elle to our clinical team. Elle is our new Physician Associate. Elle, will be reviewing patients with respiratory conditions.

We welcome Jackie and Linda to our reception team.

Care Navigation

You may have noticed when you call the surgery that we have many more clinician's available these days than just our usual team.

Did you know that we now have on site a clinical pharmacist, a physiotherapist, a mental health nurse, a nurse associate, a physician associate and a GP assistant. If you do need to make an appointment our reception team are trained in care navigation. They will ask you some questions to see who the right person is to deal with your concern to help give you the right care at the right time"

PATCHS



Following our patient survey, we have listened to patient feedback and we have changed the operating hours of PATCHS.

PATCHS is now available 8am—6:30pm when the practice is open.

Breast Screening

Women aged 50 up to their 71st birthday that are registered at The Beeches Medical Centre are currently being screened for their routine mammogram. Screening appointments will be held at Mobile Unit at Highfield Hospital, Highfield Rd, Widnes WA8 7DJ

If you are over the age of 71 and are no longer routinely invited for screening, you can self-refer by contacting the Breast Screening Unit.

If you need advice, have any concerns with regards to this appointment or have not been invited then yet, please do not hesitate to contact us on 01925 275500 or email whh.bsteam@nhs.net.

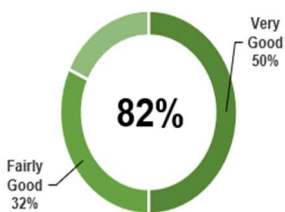
Breast Cancer Awareness Fundraising

We would like to thank everybody who donated for our Breast Cancer Awareness Day, it is greatly appreciated.



Overall experience

Good overall experience of this GP practice



Patient Experience Survey 2024

We recently conducted a Patient Experience Survey.

82% of patient who submitted the survey had a good overall experience with our practice

Following feedback from patients, the practice has made changes with the overall aim to improve our patients' overall experience.

For the full survey results, please visit;

www.thebeechesmedicalcentrewidnes.nhs.uk/patient-experience-survey

Christmas Donations: Ferndale Court Nursing Home

This Christmas, we will be collecting and donating gifts for our local nursing home, Ferndale Court.

If you wish to donate a gift, there is a collection box located in the reception waiting room.



Practice Closure Dates 2025

The practice will be closed from 1:00pm on the following dates for staff training.

Thursday 27th February 2025

Wednesday 26th March 2025

Festive Hours

The practice will be closed on the following dates;

Wednesday 25th December 2024

Thursday 26th December 2024

Wednesday 1st January 2025

Remember to order prescriptions early

NHS



To avoid delays in getting your medicines over the festive period, please order prescriptions in good time.

You can order repeat prescriptions through the **NHS App** or at your **local general practice**.

Your health matters
Help us help you

Merry Christmas
To all our patients, families and staff

