

## **TELEPHONE SIGNPOSTING**

The receptionists have been asked by the Doctors to ask all patients a series of questions before booking appointments. This is to ensure that your problem is dealt with by the most appropriate clinician at the surgery and in a timely manner. All information given to the highly trained team of receptionists is kept in strict confidence. Our clinical team has expanded over the past two years and we now have 6 Doctors, 2 Pharmacists, 2 Nurses, a Health Care Assistant, a phlebotomist, a Midwife, and a Dietician.

## **STAFF CHANGES AT THE SURGERY**

We are an accredited training practice. We currently have 3 new Doctors at the practice. Dr Sarah Akbar, Dr Iain Byrom and Dr Christy Ord. This will give patients a wider choice as to who they can see when booking an appointment and will provide these Doctors who are on training placements here gain a valuable insight in the role of a GP. The Doctors who are on placement are fully qualified and will work under the close supervision of Dr McClelland and Dr Stevens.

We also have a new Practice Nurse, Emily Cropper, who can deal with a wide range of health and clinical matters, she is happy to see patients regarding their Long Term Conditions and holds fortnightly Child Health Clinics.

Debbie Walton has been promoted to the position of Deputy Practice Manager.

Sinead O'Doherty has joined the practice for an 8 week placement as a trainee physician's associate .

## **STOP SMOKING SERVICE**

The Smokefree Sefton stop smoking service commenced on the 1st April. This service forms part of the Living Well Sefton service, their new website [www.smokefreesefton.co.uk](http://www.smokefreesefton.co.uk) is now live. Patients can visit the website for general stop smoking information and book an appointment online with the stop smoking service, patients can also self refer by telephoning 0300 100 1000.

## **TRAVEL VACCINATIONS**

Please enquire at reception for a travel vaccination form. This will need to be completed prior to your appointment with our Practice Nurse.

## **PATIENT ACCESS**

Patients can book and cancel their GP appointments, order repeat prescriptions and view their medical records on line. Ask at reception for further details. You will need to register for these services.

## **COMMENTS AND SUGGESTIONS**

We value your comments and suggestions as to how we can improve our services. Please place your feedback in the box provided the waiting room.