

We want to wish a warm welcome to new patients registering with us to be part of our community.

New Patients

Patients wishing to register with our practice should collect the necessary forms from reception. If you wish to register online, please visit our website. When you register you will also be asked to fill out a medical questionnaire. Alternatively, you may print off a registration form, fill it out and bring it to the practice to register. When the forms are completed, please return them to surgery with appropriate photo ID and a letter that confirms your current address.

OUR WEBSITE

<https://www.storrdsdalemedicalcentre.nhs.uk>



ZERO

TOLERANCE

Zero Tolerance – Abusive or Aggressive Behaviour

Our staff come to work to care for others, and it is important for all members of our staff to be treated with courtesy and respect.

Aggressive or violent behaviour towards our staff will not be tolerated under any circumstances. Anyone giving verbal abuse to members of staff, either in person or over the telephone, will be sent a letter from the Practice Manager advising that this behaviour will not be tolerated. Any future violation of this policy will result in the removal from the Practice patient list.

British Medical Association
bma.org.uk



Racist abuse will **not** be tolerated.

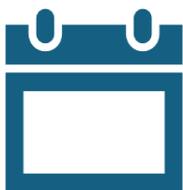
All healthcare workers have a right to work in an environment free from abuse.

If you are racist towards our staff, there will be consequences.

- Your treatment could be delayed or even refused¹
- You could be removed from the GP practice list or banned from the premises
- You could be reported to the police.

**Racism is a choice.
Make a different one.**

¹ For exceptions see BMA guidance: Managing discrimination from patients, their guardians and relatives.



Practice Learning/Training Time (Half-day closure)

Please note the practice will be closed from 1 pm on the following dates (Wednesday) for Practice Learning Time:

- **25th September 2024**
- **30th October 2024**

If you require medical assistance during this time that cannot wait until the following day, please call the practice and you will be diverted to the out of hours team. Alternatively, you can contact 111. In case of an emergency always ring 999.

FLU VACCINE

Waiting for you Flu Vaccination?

Autum/Winter 2024/25

Who should have the flu vaccine

The flu vaccine is recommended for people at higher risk of getting seriously ill from [flu](#). It's offered on the NHS every year in autumn or early winter.

You can get the free NHS flu vaccine if you:

- **are aged 65 or over**
- **have certain long-term health conditions**
- **are pregnant**
- **live in a care home**
- **are the main carer for an older or disabled person, or receive a carer's allowance**
- **live with someone who has a weakened immune system**

Frontline health and social care workers can also get a flu vaccine

We invite all our eligible patients to have their vaccinations through text messages and phone. Kindly support your GP practice and book your

When you should have the flu vaccine (adults)

Most eligible adults will be able to get the flu vaccine from **3 October 2024**.

Some people may have their vaccination from **September 2024**, including if:

- **you're pregnant** (especially if you're near to your due date) – it's important to get vaccinated before giving birth to help protect yourself and your baby for the first few months of their life
- **you're due to have treatment that will weaken your immune system** (such as chemotherapy) – the vaccine may be given before treatment starts because it works better if given when your immune system is stronger

Speak to your GP for advice if you think you need to have the vaccine earlier than October.

Children's Flu Vaccine – Autumn/Winter 2024/25

Recommended for:

- children aged 2 or 3 years on 31-08-2024
- school-aged children (Reception to Year 11)
- children aged 6 months to 17 years with certain long-term health conditions

If your child is unwell, has a high temperature, wait until they're feeling better before having the flu vaccine. If they have a very blocked or runny nose, they may have to wait to get the nasal spray vaccine until they're feeling better, or they may be offered an injected flu vaccine instead.

As stated in the National Flu Immunisation Programme 2024 to 2025 letter, flu vaccinations for pregnant women, and all children's flu cohorts, will commence from Sunday 1 September 2024.

Why do I have to wait until October for my flu vaccine?

This year most eligible adults will be offered a flu vaccine from early October, which might be slightly later than in previous years. This is because the latest scientific evidence shows that protection from the flu vaccine decreases over time in adults. It is better to have the vaccine closer to when flu typically circulates.

Respiratory syncytial virus (RSV) vaccination

We are inviting you to get your respiratory syncytial virus vaccine. We call this an RSV vaccine.

RSV is a virus that affects the lungs. It can cause a cough, sore throat and cold.

You are invited to get this vaccine because you are:

- **75 to 79 years old**
- **or, you are pregnant and have been for 28 weeks or more**

If you are pregnant and have the RSV vaccine, it will help to stop your baby getting unwell from RSV for the first few months after they are born.

If you are 75-79 you only need to get your RSV vaccine once. You don't need to go back each year.

If you have the vaccine because you are pregnant you will need another vaccine each time you get pregnant. This is a free vaccine from the NHS. You do not need to pay for it.

STORRSDALE MEDICAL CENTRE

Opening Hours

Monday	08:00 to 18:30
Tuesday	08:00 to 18:30
Wednesday	08:00 to 18:30
Thursday	08:00 to 18:30
Friday	08:00 to 18:30

Practice closures: Every Monday, the surgery will be closed temporarily between 12:00 and 14:30 for staff training/meeting

Have your RSV vaccine to help protect you
RSV can cause pneumonia which can be serious

Your GP will invite you for your free RSV vaccination if:
• You turn 75 years of age on or after 1 September 2024
• You are already aged 75 to 79 years old on 1 September 2024

For more information on the RSV vaccine you can read this leaflet here:
www.gov.uk/government/publications/respiratory-syncytial-virus-rsv-vaccination-for-older-adults or speak to your practice nurse, GP or health team.

SCAN ME

Protect your baby from RSV bronchiolitis
with your RSV vaccine from week 28 of your pregnancy

Speak to your midwife, maternity service or GP practice about your RSV appointment today.

Whooping cough cases are rising
Babies are at greatest risk as they are too young to start their vaccinations

Book your vaccine through your GP surgery or local maternity service

More information

[GOV.UK: whooping cough vaccination in pregnancy guide](https://www.gov.uk/whooping-cough-vaccination-in-pregnancy-guide)

Why is it important to get the RSV vaccine?

Some people who get RSV get better on their own. You are more likely to be unwell if you get the RSV virus. RSV can cause serious problems like pneumonia. This is a very serious infection in your lungs that can make you very unwell. Sometimes, people die from getting the RSV virus. This is why it is important to get your RSV vaccine.

Travel Advice and Vaccines

We offer a range of travel vaccines to our patients. If you are travelling abroad please give at least six weeks' notice and then complete our travel questionnaire form which is available at reception/send to you via text/email. Please note certain vaccines are not free on the NHS and we may not be able to give travel vaccines if we are given less than 6 weeks' notice.

All our eligible patients will be invited to book in their vaccination at the practice. if you feel you are eligible but haven't received an invite please call the practice.

Have Your Say Patient Participation Group

We held our PPG meeting on Wednesday, September 25th, 2024, at the practice. Cathy, our PPG lead, invited all the members of the Patient Participation Group in advance and organized this wonderful event. The patients who attended shared their feedback and reviews, making for a healthy and successful discussion. All suggestions are valued and will be considered for further improvement of our services. Dr. Murugesh and the practice manager provided recent updates on the NHS services and our practice.

To become involved with the PPG or if you have any views you can contact the Chair of the patient participation group or the our practice patient participation group representative by leaving a message with reception.

KNOW YOUR NUMBERS!



Blood Pressure UK
Helping you to lower your blood pressure

Checking your blood pressure can help you find out whether your blood pressure numbers are under control, lowering your risk of stroke and heart disease.



bloodpressureuk.org #KnowYourNumbers

Here are just some of the reasons why everyone should Know Their Numbers.

1 in 2 strokes and heart attacks are the result of high blood pressure.

1 in 3 adults in the UK have high blood pressure.

1 in 2 adults with high blood pressure don't know they have it or aren't receiving treatment.

6 million people in the UK alone have high blood pressure and don't know it.

£2.1 billion - that's how much high blood pressure costs the NHS every year.

Because high blood pressure usually has no symptoms, the first sign of it could be a [heart attack](#) or [stroke](#). It can cause kidney disease, dementia and other illnesses too. But these tragedies can be prevented with [medications](#) and [lifestyle changes](#).

Our [Know Your Numbers! campaign](#) reaches those who have high blood pressure and don't know it. It gives them the chance to get the treatment and support they need to lower their blood pressure and lead a long and healthy life.



Urology Awareness Month

September 2024

Urology Awareness Month is an annual campaign running in September to raise awareness of urology diseases.

[Urology Awareness Month](#)

Urology health encompasses the well-being of your urinary tract and male reproductive organs, including your kidneys, bladder, ureters, urethra, prostate and testicles. It's all about ensuring everything down there is functioning smoothly and addressing any issues that arise. Urology health is an important part of overall well-being for males. If something feels off, don't hesitate to reach out to a healthcare professional. Early detection and treatment can make a world of difference.

When something's not right below the belt



Be a LEGEND
Take one for your team - speak out

Know your normal and speak to a healthcare professional if you experience urology symptoms



www.theurologyfoundation.org/impact-achievements/campaigns/uam2024/

smokefree Liverpool

chcp

SWAP TO STOP >>>



Get your FREE vape starter kit

SmokeFree Liverpool can support you on your quitting journey. If you are ready to make that next step, you can refer yourself to their FREE service. You can call 0800 061 4212 or 0151 374 2535, text "STOP" to 61825 or complete their [online registration](#) and one of their team will give you a call to make an appointment as soon as possible.

Do you have a long-term health condition?

If you have a long-term condition, you should also have regular reviews of your condition and treatment. These are usually carried out by GP, but sometimes may be done by your specialist team. Reviews should be carried out at least once a year and it is important to keep on top of this to ensure the condition is managed appropriately.

Patient will receive invitation via text messages/letters to contact the practice and arrange reviews with our clinical team.

Patients can have more than one long term condition. We are aiming for all conditions to be reviewed within one annual review process; however, this may mean that you need to attend more than one appointment, particularly if you need Blood Tests.

We encourage you to speak to our reception team if you think you might be due for annual review. We are happy to help.

The conditions for which annual reviews are undertaken include:

- Diabetes
- Impaired Glucose
- Heart Failure
- Stroke
- Hypertension (high blood pressure)
- Atrial fibrillation
- Coronary Heart Disease
- Asthma
- COPD
- Long term mental health problems
- Learning Disabilities
- Dementia

Please Note these reviews are in addition to any hospital clinics you attend for your conditions. Your annual review is an extremely important part of your care and therefore it is imperative we have all your details correct for us to contact you.

If you need to update your details, please ask one of our receptionists for details on how to do this.

Helpful information for our valued patients

Appointments

We please kindly ask our patients, if you are calling the practice for sick notes extension, annual reviews, nurse's appointments, immunisations/vaccinations, can you call back after 10 am. This will help reduce waiting in the queue and help us to deal with patients who need a same day appointment.

Please note just a phone call from clinicians is still classed as a GP appointment. Be aware that if you are having chest, abdominal pain, earache the GP advises a face-to-face appointment as this can require an examination. Staff will guide you and let you know accordingly.

Sick Notes

Please note all employees can self-certificate for the first 7 days of any illness. After the 7th day please then book a routine appointment with any doctor who can then issue a sick note. If you need further sick notes please ring the surgery and request over the phone for the doctor to action.

Home Visits

If you require a home visit by a GP, please ensure you ring the surgery by 10am. The doctor/ANP on call will then ring you to assess the urgency of your problem.

Prescription Line

Repeat prescriptions take up to two working days to process. Repeat prescriptions can be requested in person at the surgery, via our online services and at any local pharmacy.

We do not issue urgent prescriptions so please make sure you order your medication in plenty time. The prescription request might be declined if you are overdue for medications reviews or early requests mentioned below. We only accept requests 7 days early for non-controlled medications, and 2-3 days early for controlled medications.

If you are on any controlled medications and are needing these early or extra for going away we may ask to speak to you before these can be issued. If controlled drugs are lost, you must contact the police for a crime number.

If you have had any changes made to your medications in hospital, please allow us time to receive your discharge summary before these changes can be processed.

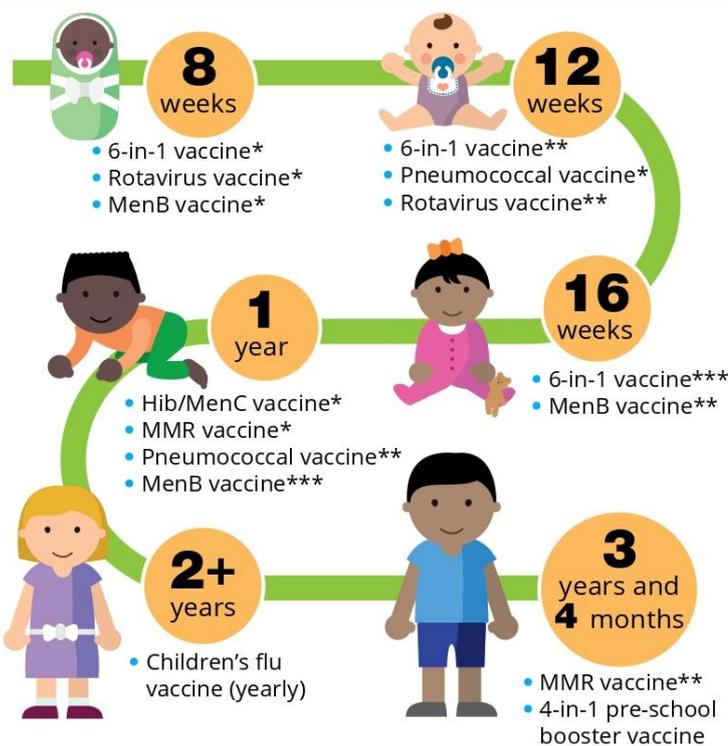
Non-NHS Work

The following services are not covered by the National Health Service, and as such, we are entitled to charge a fee to cover the administration and time involved in their completion. These services include:-

- Verification of all types of health insurance claims.
- Heavy goods vehicle licence medical
- Fitness for occupation – certificate/medical.
- Fitness for travel and/or sporting activities
- Cancellation of holiday verification.
- Taxi Medical

Please note we cannot give an exact timeframe when any NON NHS work would be completed. We try to process all our Non-NHS work within 28 days.

Your child's vaccine schedule



* first dose, **second dose, *** third dose

6-in-1 protects against diphtheria, tetanus, whooping cough, polio, Hib and hepatitis B

4-in-1 protects against diphtheria, tetanus, whooping cough and polio

Follow your child's vaccine schedule to protect them against illnesses

Stick this timeline up as a useful reminder

Please speak to our staffs if your child is due/overdue for any of the child immunisations, we are happy to help. If you are unsure, we can check for you regarding these immunization record.

Encouraging all our patients to use Online health and prescription services: [NHS online services - NHS \(www.nhs.uk\)](http://www.nhs.uk)
[Log in - NHS App Online \(service.nhs.uk\)](http://service.nhs.uk)

Patient feedback

We will be sending out text messages for patient feedback. If you get a text, please click on the link, and submit your review. Your feedback helps the practice to improve our services.



Email: wooltoncl@gmail.com

Phone: 07709418533

Registered Charity Number 1159642

Mission

Woolton Community Life is a registered Charity. Our mission is to give members of our community the opportunity to combat loneliness, find companionship and to improve their health and wellbeing (physical, psychological, social and spiritual) and to feel valued and cherished as part of the community of Woolton.

Woolton Community Life Befriending Service

Our Befriending Service aims to make a difference for the socially excluded by removing the barriers which create exclusion and isolation.

Opportunities will be provided to better the mental and physical wellbeing of isolated and socially excluded individuals.

Our project aims to make changes for the lonely such as the forming of valued friendships, for individuals who frequently have limited opportunity for wider friendships or networks beyond family.

The benefits can be increased self-esteem for both beneficiaries and often their volunteer befrienders.

Contact us:



0151 724 2396



storrdsdaleprescription@nhs.net



www.storrdsdalemedicalcentre.nhs.uk



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