

Newsletter

Welcome to the latest edition of your practice newsletter, where you can find important updates about your care, and services near you.

Merry Christmas

We would like to wish a Merry Christmas and Happy New Year to all our patients, carers and families who celebrate!

Christmas Opening Times

Our GP practices will be open between Christmas and New Year, and you can contact them as normal outside of the bank holidays.

- Monday 22nd December – Open 8.00am – 6.30pm
- Tuesday 23rd December – Open 8.00 am – 6.30pm
- Wednesday 24th December – Open 8.00 am – 6.30pm
- **Thursday 25th December – Closed (bank holiday)**
- **Friday 26th December – Closed (bank holiday)**
- Saturday 27th December – Closed
- Sunday 28th December – Closed
- Monday 29th December – Open 8.00am – 6.30pm
- Tuesday 30th December – Open 8.00am – 6.30pm
- Wednesday 31st December – Open 8.00am – 6.30pm
- **Thursday 1st January – Closed (bank holiday)**
- Friday 2nd January – Open 8:00am – 6.30pm

If you need urgent treatment when your GP practice is closed, please contact NHS 111 by dialling 111 or by visiting 111.nhs.uk.

In the case of an emergency, immediately call 999.

Order your prescriptions early!

Please ensure that you have enough medication to last over the festive period when your practice is closed.

Completely ran out of prescribed medication?

If you need an emergency prescription, you can request a limited emergency supply through NHS111 by dialling 111 or by visiting: 111.nhs.uk/emergency-prescription

Recent Compliments for Netherley

We love hearing your compliments for Netherley practice.

- 'The doctor was absolutely lovely, really listened to my concerns and got an action plan in place straight away.'
- 'The doctor made me feel like I could open up and made me feel really relaxed and listened to everything I had to say.'
- 'The receptionist was friendly, the physio was very informative, and the service was quick.'
- 'The HCA is always friendly, polite, professional and I am always happy to see her. She is an asset to the surgery.'
- 'Query dealt with promptly by receptionist, and appointment with the nurse was on time and not rushed.'
- Have a compliment for Netherley? Leave it here: primarycare24.org.uk/compliment-or-complaint.

Did you know?

In November, **82** appointments were missed by patients – a loss of almost **14** hours of clinical time.

If you cannot attend your appointment, please cancel it via the text reminder or by letting your practice know, so it can be booked by someone who needs it.

Zero Tolerance Policy

We are committed to providing a safe, respectful, and supportive environment for our patients and colleagues. Abuse, violence, discrimination, or harassment will not be tolerated.

This policy applies equally patients, visitors, and staff. We expect all individuals to treat each other with kindness, respect, and courtesy.

Any behaviour that compromises safety or dignity may result in action, including restricted access to services. Thank you for your cooperation in helping us maintain a positive and caring atmosphere.

Patient Engagement Group

Your practice is looking for members to join our Practice Engagement Group- a group of patients, carers, and staff who meet to discuss practice issues and improve services.

Interested in joining or have ideas for future engagement? Share your details here:

https://forms.office.com/e/MPjCNS4L_uD or ask at the practice reception for details.

Blood Tests

If you have been asked to have a routine blood test, you will be asked to book an appointment at a local clinic and a time that suits you, rather than at your practice.

You will need to request a blood form from your GP practice, and you **MUST** take this to the appointment with you.

You can book a blood test here: www.merseycare.nhs.uk/our-services/liverpool/phlebotomy-blood-tests or by phoning 0151 285 4548.

If you require an urgent blood test, you will be able to access an appointment to have a blood test at your practice.

For those that are housebound, your practice will arrange blood tests.

Liver Health Checks

Primary Care teams are working with NHS England to deliver on-the-spot liver health checks for patients at higher risk of liver disease.

The national programme aims to detect liver damage earlier and improve outcomes, as early detection can boost survival rates to 70–90%.

So far, 133 patients have been screened, with more clinics planned. The quick, non-invasive fibro scan gives an immediate liver health assessment and ensures timely follow-up if needed.

Patient feedback has been very positive, describing the checks as convenient, reassuring, and well explained.

Do you know where to go for urgent dental care?

The CWWM Dental Helpline offers urgent dental care for patients in Cheshire, Warrington, Wirral and Merseyside. The service can be accessed via the Dental Helpline on 0161 476 9651 from 8am to 10pm every day, including weekends and bank holidays.

This service is provided to patients who meet a strict clinical criteria and have an urgent dental problem such as trauma, facial swelling, uncontrolled bleeding or persistent pain that is not being controlled by pain relief.

If you already have a dentist and need help Monday to Friday (8:00am and 6:00pm), contact them directly.

If you do not have a regular dentist, the Dental Helpline will give advice on how to manage your problem or help you get appointment, as long as you meet the eligibility criteria.

Call the helpline for advice if your urgent problem falls between 6pm and 10pm Monday to Friday, or 8am and 10pm over weekends and bank holidays, regardless of if you have a dentist.

What do I do between 10:00pm and 08:00am?

Call NHS111 for urgent dental advice.

Staying well this winter

Winter can make existing health problems worse, especially if you're aged 65 and over, or have disease, kidney disease, chronic obstructive pulmonary disease (COPD), asthma or diabetes.

Being cold can also cause your blood pressure to rise, potentially increasing the risks of strokes and heart attacks.

UK Health
Security
Agency

NHS

We're here to
help you stay
well this winter

Some important
information from
the NHS to help
you stay well
this winter

www.nhs.uk

Your
health
matters

Help us
help you



Nancy Mutal, Staff Nurse

How to stay well

1. Stay up to date with your winter vaccines

2. Prevent respiratory infections by:

- Covering your mouth with a tissue when you cough or sneeze (cough or sneeze into the bend of your elbow if you don't have a tissue)
- Wash your hands regularly
- Throw away used tissues immediately

3. Keep warm

- Heat your home to a temperature that is comfortable for you. This should be at least 18°C in the rooms that you regularly use.
- Reduce draughts by fitting draught excluders around doors, or an old towel to cover gaps.
- Wear several layers of thin clothing which will keep you warmer than one thick layer.
- Make sure you eat enough and have hot drinks.

If you become unwell

If you do become unwell, you may be able to manage symptoms by staying warm, resting, drinking plenty of fluids and eating at least one hot meal a day to keep your energy up.

Many over the counter medicines, including paracetamol and ibuprofen, can relieve symptoms of common winter illnesses such as colds. Pharmacists can offer advice and treatment for a range of illnesses, such as colds, coughs, sore throats, ear infections and aches and pains.

Improvements from your feedback

We wanted to thank all patients that shared their feedback with us during our listening event in September. Below is some feedback we received, and the changes we are making as a result.

I have difficulty getting an appointment

- We have introduced new ways of contacting your practice, such as access to non-urgent appointments online. If you need to access online services, you can do it online at our website: www.netherleyhealthcentre.nhs.uk. You can also find a step by step guide on how to do this online under [How to access our online services](#) or there are printed copies available at the practice.
- We have also increased our staff availability in our Hub during our busiest times, and are working to provide more appointments.

I have concerns about the privacy screens

- We have made changes to the reception's privacy screens, such as adding holes for additional hearing and a larger area to pass documents and samples.
- A hearing loop is also available for those who need it.

I would like more information about the practice

- We have introduced a new quarterly patient newsletter, available online and in person at your practice.
- There is now a Quality Board at the practice which includes key information, including which staff are on duty and common feedback themes.

If you have **further feedback** that you wish to share with us, please speak to our **Quality Team**.

You can email quality@pc24.nhs.uk, phone 0151 254 2553 or write to us at Primary Care 24, 4-6 Enterprise Way, Wavertree, Liverpool. L13 1FB.