



EASTHAM GP

WINTER EDITION

WWW.EASTHAMGROUPPRACTICE.CO.UK

Welcome to our first edition newsletter, we hope you find it informative. If you would like to be involved in the next edition and have a question you would like answering, please email cmicb-wi.gatekeeper-n85005@nhs.net.

Appointment data November:

"I can never get an appointment at my GP surgery!"



3812 patients interventions were face to face

We acknowledge its been difficult accessing appointments and patients having the choice of telephone v face to face.

In the New Year we will be sending out patient surveys and encourage you all to complete them to help us understand the need of our patients. This will make the change that best benefits our patient population.

TOP NEWS

We have administered 3,230 flu and 4478 Covid 19 booster vaccines this year, thank you to all our patients who have visited the practice. We have seen a marked increase in patients testing positive for Covid 19 and a rise in those with chest infections and flu needing hospital treatment, so it is vitally important to give yourself the best protection over the winter months by getting vaccinated.



If you still require a flu vaccine please contact the practice 0151 327 1391.

For Covid 19 booster vaccines visit the NHS website for the national booking system.

EXTENDED ACCESS APPOINTMENTS

When you make an appointment, you may be offered an extended access appointment on a weekend. These are held either by phone or face-to-face from Allport Surgery and Sunlight Group Practice hub sites and may be more convenient for those working during the week. There are also now weekend smear clinics and vaccination clinics available with more clinics to follow.....



GETTING THROUGH TO RECEPTION

In November 31,844 phones calls came through to Reception.

OUR BUSIEST TIMES



The graph to you right demonstrates how many calls we get between the hours the phone lines are open, 8:00 - 18:00

This was recorded for November.



Count of Calls per Day	Column Labels
Row Labels	AgentAnswered
08-09	768
09-10	431
10-11	629
11-12	582
12-13	779
13-14	640
14-15	428
15-16	433
16-17	452
17-18	262
Grand Total	5404
Daily Average	246

Common Myths

Here at Eastham Group Practice we want to help our patients understand how things work in the NHS and in our organisation which may impact the care you receive:

TOPIC 1

If you have been seen in hospital for an operation, you may be told to book in with a nurse at your GP Practice for a wound review. We don't always have allocated appointments for this or we maybe fully booked so you can attend the walk in centre.

TOPIC 2

Waiting for results, these can sometime take up to:
Microbiology 4-7 days, bloods 7-10, x-rays & USS 10-14 days

TOPIC 3

Urine sample's are best done in the morning and must be dropped off to the practice no later than 12pm ready for the laboratory to collect. Any samples after that time may be rejected.

New Clinical Roles at Eastham

Heather Gilmore Mental Health Coordinator

Heather joined our team in May 2022. Her role is to offer personalised help and support relating to mental health and help patients learn techniques that support them in managing their symptoms on a daily basis. Heather is able to refer to local services for additional support if needed.

Her aim is for you to feel supported and for you to be proactive in your recovery. Medication can alleviate the symptoms but not tackle the cause.

Jo Pillar Heath Coach

Jo joined our team in October 2022. His role is to help patients improve their health and wellbeing through lifestyle and behaviour changes. Clinical diseases such as diabetes, cardiovascular disease and hypertension can affect a persons quality of life. Through personalised lifestyle interventions, these diseases can be much better controlled, even reversed, which allows patients to life longer and healthier lives.

NEW NHS 111

NHS England has launched the new NHS 11 campaign to drive people to use the online 111 service when they need medical help. Visit [nhs.uk/111](https://www.nhs.uk/111)

DO YOU KNOW THE DIFFERENCE BETWEEN COLD & FLU?

If you are fit and healthy you can usually manage the symptoms of these illnesses with over the counter medication at home.

Symptom's of a cold include:

- runny nose - beginning with clear mucus that develops into thicker, green mucus as the cold progresses
- blocked nose
- sore throat
- sneezing
- cough

People with a cold may also suffer a mild fever, earache, tiredness and headache. Symptoms develop over one or two days and gradually get better but some colds can last up to two weeks.

Symptom's of flu include:

- sudden fever of 38-40c (100-104f)
- muscles aches and pains
- sweating
- a dry, chesty cough

For more advice on staying well this winter visit www.nhs.uk

PATIENT GROUPS

We would like to have an active Patient Participation Group (PPG) to help up improve the services we offer as a practice. If you are interested in joining, please contact the surgery for more information.