



EASTHAM GP

SUMMER EDITION

WWW.EASTHAMGROUPPRACTICE.CO.UK

Welcome to our Summer Edition!

We hope you find this edition informative and engaging. Our goal is to keep you updated with the latest news and improvements. If you have any questions or would like to be involved in the next edition, please email us at: cmicb-wi.gatekeeper-n85005@nhs.net.

Exciting Update: We Have a New Phone System!

We are pleased to introduce our new call-back service to enhance your experience with us.



Here's how it works:

- After a 5 minute wait you will be given the option to request a Call Back: If you find yourself in the queue, you can request a call back by selecting option 1.
- No More Waiting: When you reach the front of the queue, we will call you back.
- Seamless Connection: Once you answer, you will be connected to a member of our Reception team.

Did not attend (DNAs)

In the past 12 months, 2,360 appointments were not attended, which equates to 157 clinics. This is a significant waste of resources. If you are unable to attend your appointment, please contact reception or cancel via the NHS App.

DO MORE WITH THE NHS APP!

- View test results
- View your GP health record
- Cancel appointments
- Order Medication
- Use NHS services
- Use NHS 111 online

Help and support

If you have any problems using the NHS App, you can:

- go to 'Help' in the top right-hand corner of the app. You will get help related to the feature you are using

- visit nhs.uk/helpmeapp, or scan here



To download the NHS App, scan here



9700 PATIENTS NOW REGISTERED FOR PATCHS!

We are thrilled to announce that 9700 patients have now registered for PATCHS! We would like to thank everyone who has registered and embraced our new model of work. This has significantly helped us free up our phone lines to better support our elderly and vulnerable patients.

- **Early Access:** PATCHS opens at 7:30am, allowing you to access services early in the day.
- **Improved Efficiency:** By using PATCHS, you help us streamline our services and provide better care for all our patients.

Thank you for your continued support and cooperation in making our healthcare system more efficient and accessible for everyone.

CHANGES TO HOW YOU ORDER YOUR PRESCRIPTIONS

At the end of August 2024 our prescriptions email inbox will cease to operate. In readiness for this, we recommend that you download the NHS App so you can order your prescription online as this is the safest way to order your prescription.

If you need any help or support downloading the NHS App please visit [NHS App and your NHS account - NHS \(www.nhs.uk\)](https://www.nhs.uk) or if you come along to the surgery, a member of our team will help you download and get set up on the NHS App. Alternatively you can still order your prescriptions by:


- by marking what you need from the tear-off repeat slip on your last prescription then posting it into the white prescriptions box in reception
- or via Patchs

Working Partnership with the Tim Cogley Foundation and Radox Health

The Tim Cogley Foundation has been set up with the aim of increasing awareness of the need for coronary heart screening, particularly in the 18 to 39 age group and to offer opportunities for screening within Merseyside, Chester and West Cheshire. The Tim Cogley Cardiac Screening Foundation's primary aim is to support and enable early identification of individuals aged 18-39, at greater risk of developing coronary heart disease (CHD). Individuals who have already been diagnosed with cardiovascular disease (CVD) will not be eligible for inclusion in this pre-screening. Monthly clinics will be held at Eastham Group Practice. If you are eligible and wish to book an appointment please use the link below:
<https://www.timcogleyfoundation.com/cardiac-screening/>

WELLBEING WALKS

Weekly walks every
Thursday starting at 11:30

 Main entrance of Eastham Group Practice 47 Bridle Rd, Wirral CH62 6EE



Get active

Free & all abilities welcome

A chance to make friends

Tea & Coffee provided at the end of walk

For more information contact:

jo.piller@nhs.net

or

mya.higginson@nhs.net



Are You a Carer

Being a carer is a challenging yet rewarding role, and we want to ensure you have all the support you need. Whether you are caring for a family member, a friend, or a neighbour, your well-being is important to us.

- Support Services: We offer various support services tailored to carers.
- Resources and Information: Access a wealth of resources designed to help you manage your responsibilities more effectively.
- Carer Community: Join our community of carers where you can share experiences, seek advice, and find camaraderie.

If you are a carer and need assistance or just someone to talk to, please reach out. We are here to support you every step of the way.

THE LITTLE ORANGE BOOK

The Little Orange Book contains advice and tips on how to manage common illnesses and problems that babies and young children often experience in the first 5 years of their lives. It also has information on more serious conditions, what to look out for and how to get help. You can access it via our website <https://easthamgrouppractice.co.uk/little-orange-book/>

HEALTHY START VOUCHERS

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops. We'll add your benefit onto this card every 4 weeks. To find out more about Health Start or to find out if you are eligible go to <https://www.healthystart.nhs.uk/>



SPOTLIGHT: SINCE GOING LIVE WITH PATCHS



Between October - November last year we averaged 150 calls per day between our busiest time 8:00 - 9:00am

Between March - April 2024 the average between 8:00- 9:00am has reduced to 80 calls per day.

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.