



# December 2024 Newsletter

Welcome to The Village Medical Centre's latest newsletter! We're delighted to connect with you and share updates from our practice and valuable health information to support your well-being. This month's edition contains information about ...

## Wirral Acute Respiratory Hub

The Respiratory hub runs over the busy winter period to provide additional appointment capacity in general practice and also support the wider system in terms of ED and walk-in centre attendance for acute respiratory cases. The hub will run from Monday 2nd December till Friday 28th February 2025 and will offer appointments with a general practitioner/advanced nurse practitioner or a paramedic, all of which will be able to triage and treat all acute respiratory conditions of all ages. The hubs will be held at the **Birkenhead Medical Building** from 12pm-6:30pm Monday to Friday as well as 10am—1pm Saturday & Sunday. There is an additional clinic at **Sunlight Group Practice** running from 12pm-5pm Monday to Friday.

All patients will be offered an appointment at the respiratory hub when an appointment cannot be offered here at the surgery. We encourage all patients to make use of the hub appointments when offered to them as this relieves the pressure on the primary care and secondary care settings.

Doctor Fletcher is part of a choir, **PopVox** who have released a **Christmas** single to help raise money for the charity **Brainwave**. Brainwave is a charity helping children with disabilities reach their potential through specialist therapy programmes, designed by qualified therapists and taught to families.

The Christmas single is called **Believe (It's Christmas)** and will be released on Friday 6th December but can be pre-ordered through multiple different apps (Spotify/Amazon/YouTube Music). We encourage as many people to download the single as possible as all profits will be donated to Brainwave.

Find out more about the charity at: [www.brainwave.org.uk](http://www.brainwave.org.uk)

Let's aim for number one in the iTunes charts!



Sign up for our newsletter to receive a copy straight to your inbox.

### New Staff

Please help us give a warm welcome to Abi who has joined the admin team.



To protect our patients and our practices, we're following safe working guidance



### "Protect your patients, protect your practice"

Our main action has been to limit patient contacts to the recommended safe level of 25 a day per clinician. When we reach this limit we will divert patients to other services who will be able to help.

We are also prioritising patient care by declining to take on work which is not part of the contract we hold with the NHS and for which we receive no funding - this includes performing ECG's, taking on monitoring for some drugs such as those used to treat ADHD and fitting new vaginal pessaries used to treat incontinence. If any of our patients need these services we will help you access them from the other parts of the NHS which are responsible for this care.

We have not taken these decisions lightly and hope that the government acts swiftly to address our concerns so that we can continue to provide the high standard of healthcare that we strive for and which you expect from us.

### Surgery Closures:

We will be closed on **Wednesday 25th December** and **Thursday 26th December** due to bank holidays.



Please ensure prescription are requested 7-10 days before they are due to allow time for both the doctors and pharmacies to dispense the medication prior to the bank holidays.

You can order your medication anytime via our online consultation, patches (see QR code), the NHS app or as a written request. Any written requests can be left in the post box outside the front doors as well as in the basket at the reception desk.

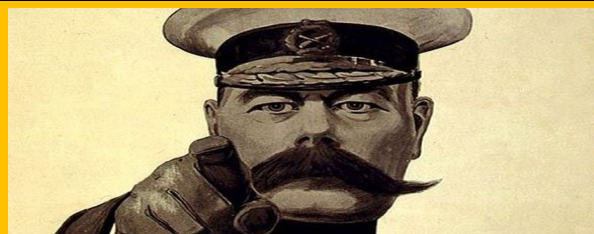
### We would love to hear your thoughts!

We have an online form which allows you to freely type your feedback about any aspect of the surgery. Alternatively, we also forms in reception to complete.

Scan the QR code on the right to complete your feedback now



**Your Health Service  
Needs You. Join  
Your Doctor's Patient Group**



All doctors' surgeries are obliged to have a Patient Group, and since April 2015, it has been a requirement in the GP contract. Their official title is "Patient Participation Group", or PPG for short.

The role of the PPG includes:

- being a critical friend to the practice;
- advising the practice on the patient perspective and providing insight into the responsiveness and quality of services;
- encouraging patients to take greater responsibility for their own and their family's health;
- organising health promotion events and improving health literacy;
- regular communication with the patient population.

Soon after I moved to Wallasey Village in 2013, I saw a notice in the doctor's waiting room inviting patients to join their Patient Group. I knew very little of the health service but was keen to learn. I also wanted to give a positive view about the health service, which had treated me very well during my lifetime. So often you hear negative opinions about health, and I felt I could present a positive view. I also wanted to give something back to the community now that I had retired. So, I joined the Patient Group, and I must say I have enjoyed the experience and have learnt so much more about the health service. It is a good place to find out what is happening in the local health community, often before you read it in the local papers.

Here are some of the things we and other PPGs have achieved over the last ten years:

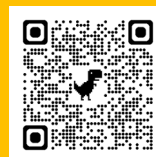
- Organising Health talks in the local Library
- Organising a Fire and Safety talk by the local Fire Brigade
- Helping organise Wellbeing walks for people who don't normally walk. Getting support for these walks from the local doctors who then encourage their patients to attend
- Helping arrange bi-monthly Senior Tea Parties on a Sunday afternoon with musical entertainment for local residents
- Suggesting the provision of a Cycle storage unit for patients which is now in place
- Helping Patients get setup for online access for appointments and repeat prescriptions

All PPGs have the same aims and ambitions but can be organised in different ways. Some meet monthly, others bi-monthly and some work together through online forums. However, all members of the groups are encouraged to come forward with new ideas to help their surgery and their patients. Our Patient group meets every 2-3 months in the meeting room on the first floor of the surgery. You meet new friends and get great satisfaction from helping others and contribute to the community.

Are you interested in Health? Do you have ideas that will benefit Patients and the local community? Then join the The Village Medical Centre's PPG and make a difference.

All you have to do is fill out the online form or speak to the Reception Team and say you want to join the PPG. They will help you get on board.

**Steve Howe, Chair of the PPG, The Village Medical Centre**



Have a wonderful Christmas  
from the a the team at the  
Village ♥ Medical Centre

