

ST CATHERINE'S SURGERY

<https://www.stcatherinessurgery-wirral.nhs.uk/>



Practice Manager Update

By Janine Clarke

Welcome to the Spring newsletter. In this issue, we will be sharing important updates regarding the NHS App and how the Surgery will be communicating patients starting from 1st April, and details of the research projects we're currently involved in.

We are currently inviting eligible patients for Covid-19 Spring booster (See eligibility criteria below). Please check your emails for a link to self-book or call us to book if you are in an eligible category.

We have recently sent out a survey to patients who have visited recently to provide feedback on the service received. We would be extremely grateful if you have received a questionnaire and can provide feedback.

NHS App & Messages From The Surgery

By Andrew Gibbard

We use the NHS App Messaging Service provided by NHS England as our primary method to send you messages relating to your health and care. If you don't have the NHS App or the notifications turned on then your message will be emailed to you. Please ensure the Surgery are aware of your email address by entering your updated details [here](#).

To make sure you get a notification when you have received a new message in your inbox. Your notification settings need to be turned on in your phone.

To do this, go to your account and select Settings.

- Then select Manage Notifications.
- Select Go to Device Settings.
- Select Allow notifications.
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Once you've enabled notifications on your device, you need to reopen the NHS app.

Doing this confirms that you have registered to receive notifications. For more information, go to <https://www.nhs.uk/nhs-app/>. Click the link below for NHS APP walk-through videos.

[NHS App walk-through videos – NHS England Digital](#)

[Messaging in the NHS App – NHS App help and support – NHS](#)

Further information about the service can be found in the [privacy notice for the NHS App](#) managed by NHS England.

St Catherine's Surgery in Focus

Clinical updates

- In January we welcomed Dr Zachariades, Dr Rizvi & Dr Al-Helli to our clinical team.
- From the 1st April all communication will be sent through the NHS App and email. This relates to appointment reminders and other messages.

What is a DNA?

The reason we are so passionate about reducing the rate of appointments that aren't attended is because it means we can offer that appointment to another patient. In the last quarter the number of DNA's cost 53 hours of GP appointments and 363 hours of Nurse appointments that could have been offered to other patients.

If you are unable to attend please call the surgery on 0151 643 6700 where you can cancel using the automated check and cancel service or by speaking to a member of the reception team.

Over the last 3 months the surgery has handled:

- Handled 26,199 prescription requests.
- Handled 12,856 Patches requests.
- Delivered 937 GP Tele consults.
- Delivered 4,560 GP Face-to-face consultations
- Delivered 3,967 Nurse appointments
- Delivered 3,658 Phlebotomy appointments.

COVID Vaccination's

By Andrew Gibbard

We will run a clinic on Saturday 18th April and we are currently inviting eligible patients.

You can get the free NHS COVID vaccine if you:

- Aged 75 or over (or if you turn 75 by 30 June 2026)
- Living in a care home for older adults
- Aged 6 months or over with a weakened immune system (for example, due to a health condition or treatment like chemotherapy).

Are you a carer?

By Andrew Gibbard

Are you an unpaid carer? If so please click on the link below to register as a carer with the practice and with "Wired Carers Health + Wellbeing Service" to find out what support is available to carers. <https://bit.ly/3NbxTfi> If you want to register as a carer + can't use the link, please contact us by phone to let us know.

If you or a family member or friend is a carer that is under 18, support is available from Barnardo's. Please contact the practice to let us know that you have caring responsibilities.

Patient Reference Group

By Andrew Gibbard

The Practice is keen to engage with patients who can represent and reflect the thoughts of patients and give us constructive feedback that enables us to continuously improve the service we provide.

To help us with this, we are setting up a virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about the quality of the care or service you received, and ideas you may have to improve the surgery or the services that are provided. We will contact you via email and keep our surveys succinct so it shouldn't take too much of your time.

We aim to gather patients from as broad a spectrum as possible to get a truly representative sample of our patient population.

If you are interested in joining the group, please fill out the sign-up form [here](#).

Research At St Catherine's Surgery

By Jane Roberts

Medical research is vital. Without it, we would not be able to understand and treat disease or provide patients with the most effective care. Improved treatment is made possible by medical research.

Not all medical research takes place in laboratories or universities. Much of today's research takes place in the local community, carried out by local doctors and nurses. St Catherine's Health Centre is one of a number of GP practices taking part in research for the National Institute of Health Research (NIHR). The NIHR was set up by the Department of Health with the aim of improving the health of the UK through medical research. The NIHR has local groups based around the country and provides support to local researchers to enable us to take part in research projects.

This support will enable us to carry out more research with the aim of improving prevention or diagnosis of certain conditions, or changing the way we currently treat them. We may also be researching ways of improving overall health and wellbeing, in order to improve the quality of life and possibly prevent future illness.

The research we do here at St Catherine's may involve simply filling in a diary of patients symptoms for certain conditions. Patients may also be sent a questionnaire to complete. Sometimes, the researchers will need to take blood samples, or patients may be asked to come into the surgery to see the doctor or research nurse. Each research project is different, and everything will be explained to you, so you have the information you need to decide whether to take part.

Our current research projects include

Asymptomatic

The ASYMPTOMATIC asthma study is a research project led by Alder Hey Children's NHS Foundation Trust and supported by the National Institute for Health and Care Research (NIHR). This study is aimed at children with mild asthma. It aims to find the best way for children with mild asthma to use their preventer inhalers.

Asthma is the most common long-term disease in children in the UK and is usually treated with a daily preventer inhaler containing corticosteroids. However, researchers are investigating whether some children with mild asthma might only need to use their inhaler when they have symptoms such as coughing, wheezing, or shortness of breath.

In the ASYMPTOMATIC study, children are placed into one of two groups: one group takes their preventer inhaler every day, while the other group uses it only when they have asthma symptoms. Researchers then compare outcomes such as asthma attacks, hospital visits, and quality of life.

The aim of the study is to discover whether symptom-based treatment works as well as daily treatment. If successful, the results could help doctors develop better guidelines and reduce unnecessary medication while still keeping children with asthma safe and healthy.

This study will include around 2000 patients from 250 GP practices in England .

Dare2Think

This purpose of the study is to see if younger patients may also benefit from starting blood thinners to reduce the risk of more subtle smaller clots building up over time leading to an increased risk of conditions like vascular dementia. We have currently invited the eligible patients

Walk-in Smear Clinic

By Andrew Gibbard

It's now easier than ever to have your cervical screening test. Patients of the surgery can now take advantage of the walk-in smear clinic every Wednesday 2-6pm on the 2nd floor of the surgery. No need to book, just walk in and wait.

Public Health England

NHS

Cervical screening can stop cancer before it starts

Don't ignore your cervical screening invite. If you missed your last cervical screening, **book an appointment with us today.**

Remember to book cervical screening!

CERVICAL SCREENING SAVES LIVES

Changes to your Enhanced Access service



✔ Evenings ✔ Weekends ✔ Bank holidays

The practices of Brighter Birkenhead Primary Care Network are working together to improve access to primary care appointments above normal core hours.

What is Enhanced Access?

Enhanced Access offers pre bookable appointment on the weekend as well as increasing the number of urgent on the day appointments.

Extended Access to primary care was introduced by NHS England in 2016 to ensure everyone has easier and more convenient access to GP services. Including physical and digital appointments at evenings and weekends

What can I expect from the Service?

Patients can expect an enhanced access service that is run by a team of dedicated professional staff ranging from experienced local clinicians such as GPs, Advanced Nurse Practitioners, Practice Nurses, and Clinical Pharmacists through to our helpful administration team. Furthermore, patients can expect a mixture of face-to-face and remote consultations ensuring the service is accessible to all.

What is Changing?

Currently Extended Access appointments are delivered at your practice. The new model will see appointments from our designated Hub (St Catherine's Surgery). Patients will be able to book appointments the usual way via their GP Practice and, if they meet the criteria, will be offered an appointment.

What are the hours?

Urgent on the day appointments:

Monday to Friday – 2pm to 8pm

Routine Appointments

Saturday – 9am to 5pm





Armed Forces veteran friendly accredited GP practice

We are an Armed Forces veteran friendly accredited GP practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

**If you are ex-forces, please
let your GP know to help
ensure you are getting the
best possible care.**

To find out
more, ask your
nurse or GP.