

ST CATHERINE'S SURGERY

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



Practice Manager Update

By Janine Clarke

Welcome to the Summer newsletter, we hope you are all managing to keep comfortable during this intense summer heatwave. It is a lovely time of year, but the high temperatures mean we all need to take a little extra care. Please remember to look after yourselves by drinking plenty of water throughout the day to stay hydrated, even if you do not feel thirsty. It is also a very good idea to stay out of the direct sun during the peak hours of 11:00 am to 3:00 pm, and to keep your curtains closed at home to help keep your rooms as cool as possible.

Alongside our daily patient care, we have also been busy behind the scenes with our latest clinical research work. Our most recent studies are looking into how new digital tools and programmes can better support our patients and their families.

Finally, if you are planning to head abroad to catch some sunshine later this summer, our nursing team has put together some essential guidance on travel vaccinations. They want to remind everyone to check their holiday destination requirements early, as many routine and travel immunisations take a few weeks to become fully effective.

Nurse Update

By Jane Hancox

Travel Vaccinations

If you are travelling abroad in the next 3 months and think you may need a vaccination for the countries you are visiting, please complete and submit a travel form, available on our website.

It is important to advise us at least 6 weeks before you travel so that we have time to review the form and book you an appointment.

NHS Health Checks

The NHS Health Check is a free check-up of the health of your heart and blood vessels (cardiovascular health). It can tell you whether you're at higher risk of getting certain health problems, such as:

- [heart disease](#)
- [diabetes](#)
- [kidney disease](#)
- [stroke](#)

The 5 yearly check is for people who are aged 40 to 74 who do not have any pre-existing conditions, Please Contact the surgery to enquire about your eligibility and to book your health check appointment.



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St Catherine's Surgery in Focus

Clinical updates

- In June we welcomed to our team Dr Hegazi & Dr Clark as salaried GP's, and Dr Adeboje as a Doctor in Training.
- Dr Handa and Dr Okonkwo have finished their placement with the surgery.
- Dr Thomas finishes his placement with the surgery on 14th July.

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 45 hours of GP appointments and 252 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 37,297 prescription requests.
- Handled 12,396 Patches requests.
- Delivered 1,248 GP Tele consults.
- Delivered 4,253 GP Face-to-face consultations
- Delivered 4,346 Nurse appointments
- Delivered 2,976 Phlebotomy appointments.

Mental Health Support

By Jayne Morrey

For patient's who need support with their mental health or emotional/ social support there are local charities and services that can be contacted / attended. **Wirral Info Bank** is an easy to use website that highlights the Services and Support groups in the Wirral area and do not require a GP referral.

Before visiting **Wirral Info Bank** it might be worthwhile taking a quick **NHS quiz** at <https://www.nhs.uk/better-health/how-are-you-quiz/> which will give you some guidance regarding your physical and mental health.

The website address for **Wirral Info Bank** is <https://www.wirralinfobank.co.uk/>

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.

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.

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

SleepBuddy

The purpose of this study is to see if a new website called "Sleep Buddy" can help parents and carers improve sleep routines for children aged 6–12 with ADHD. This is important because nearly 75% of children with ADHD suffer from poor sleep, which directly impacts their behaviour, schooling, and family life. We have currently invited our eligible patients to take part. To test how effective the website is, families will be split into two groups. One half will get immediate access to Sleep Buddy, while the other half will act as a comparison group before gaining access at the end of the 6-month study.

TIMES

The purpose of this study is to see if a new programme called "TIMES" can help GPs better assess and manage sleep problems for people living with dementia or Mild Cognitive Impairment. This is important because sleep problems are common and cause severe stress for carers, but long-term sleep medications can be harmful. For comparison, half of the participants will receive usual care, while the other half will use the new TIMES tools—including a sleep questionnaire—to help their GP build a tailored care plan during a consultation. We have currently invited our eligible patients and their carers to take part.

Medicines Waste campaign

By Andrew Gibbard

We need your help to reduce medicine waste in our area. We are asking patients to:

Only order what you need: Check what medicines you have at home before you order, and only request the medicines you need this time. You will still be able to order others again in future.

Check your prescription bag straight away: Check that you only have what you need before you leave the pharmacy, and that there's nothing extra in there.

Let us know if your medicines are no longer right for you: Talk to your pharmacy team or attend/request medication reviews to make sure medicines are optimised for you.

Take your medicines to the hospital: Keep a current list of your medicines on your NHS App, and take all your medicines in with you.

Dispose of medicines safely: Return any unused or out-of-date medicines or inhalers to your pharmacy for safe disposal

Visit: www.cheshireandmerseyside.nhs.uk/medicines-waste to find out more.

Thank you for helping us reduce medicine waste

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.

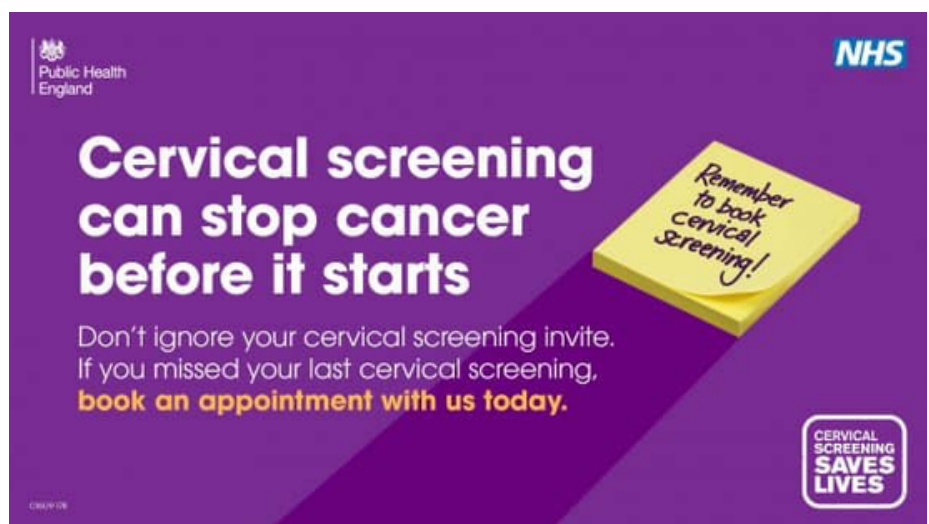
We aim to gather patients from as broad a spectrum as possible to get a truly representative sample of our patient population.

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

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.





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





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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.