

ST CATHERINE'S SURGERY

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



Practice Manager Update

By Janine Clarke

Welcome to our Autumn newsletter. This season brings significant changes to St Catherine's Surgery as we prepare to say a fond farewell to Dr Harrand, who is retiring on 29th September after many years of dedicated care.

In this edition, we also share our latest results from the 2026 National Patient Survey and outline everything you need to know about booking your winter protection at our upcoming October Flu and COVID-19 vaccination clinics and other vaccinations that may be offered if you are eligible.

Retirement Notice

By Dr Julie Harrand

After 28 years serving the Tranmere community as a GP, I have made the decision to retire.

Over the years, I have been fortunate to be part of the practice through many important changes and developments. My journey began at the original St Catherine's Hospital, working alongside Dr Sally Dow following the retirement of Dr Dow Senior in 1998. In 2000, the practice merged with Dr Richards and Dr Hedges to form Greenway Road Surgery. We later returned to the new St Catherine's Health Centre in 2012, before merging with Victoria Park Surgery in 2016 to become St Catherine's Surgery as we know it today. Looking back, I can honestly say that I have loved my career as a GP. It has been a privilege to care for and support generations of patients and families, and I am deeply grateful for the trust that so many of you have placed in me over the years.

I will greatly miss my colleagues at St Catherine's Surgery, who have become like an extended family to me. Their friendship, support, and dedication have made my years here both rewarding and enjoyable. As I begin this new chapter, I am looking forward to spending more time with my family and close friends, pursuing new hobbies, and hopefully enjoying some travel and new adventures. Thank you to all the patients and colleagues who have been part of my journey. It has been a pleasure to serve this wonderful community, and I wish you all the very best for the future.

St Catherine's Surgery in Focus

Clinical updates

- Dr Harrand Retires on 29th September
- In August Dr Emily Jones, Dr Zachariades, Dr Al-Helli and Dr Oni have finished their placements with the Surgery
- In August we welcomed Dr Whittle to our team as a Doctor in Training.

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 25 hours of GP appointments and 81 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 39,820 prescription requests.
- Handled 12,754 Patchs requests.
- Delivered 1,248 - 759 GP Tele consults.
- Delivered 2,969 GP Face-to-face consultations
- Delivered 3,578 Nurse appointments
- Delivered 3,454 Phlebotomy appointments.

Nurse Update

By Jane Hancox

It's time for our annual Flu Vaccination Campaign! Protecting yourself against seasonal viruses is one of the best steps you can take to stay well this winter.

For our housebound patients, home visits for flu vaccinations will be carried out across the first four Thursdays of October.

Other Vaccines Available:

When you attend your flu appointment (or during home visits), please ask your clinician if you are eligible for any of our other routine protection vaccines:

- COVID-19
- Pneumococcal (Pneumonia)
- RSV (Respiratory Syncytial Virus)
- Shingles

Please contact the surgery to book in you flu vaccination. If you are interested in one of the other vaccinations please ask the clinician when having your flu vaccine whether you are eligible.

Flu & COVID Vaccination's

By Andrew Gibbard

We will run a clinic on Saturday 10th & 17th October. You can book your appointment through the link we have sent to eligible patients or you can call the surgery to arrange your appointment.

You can get the free NHS flu vaccine if you:

- are aged 65 or over (including those who will be 65 by 31 March 2027)
- have certain long-term health conditions
- are pregnant
- live in a care home
- are the main carer for an older or disabled person, or receive a carer's allowance
- live with someone who has a weakened immune system
- are experiencing homelessness or staying in a homeless hostel or night shelter

You can get the winter COVID-19 vaccine if you:

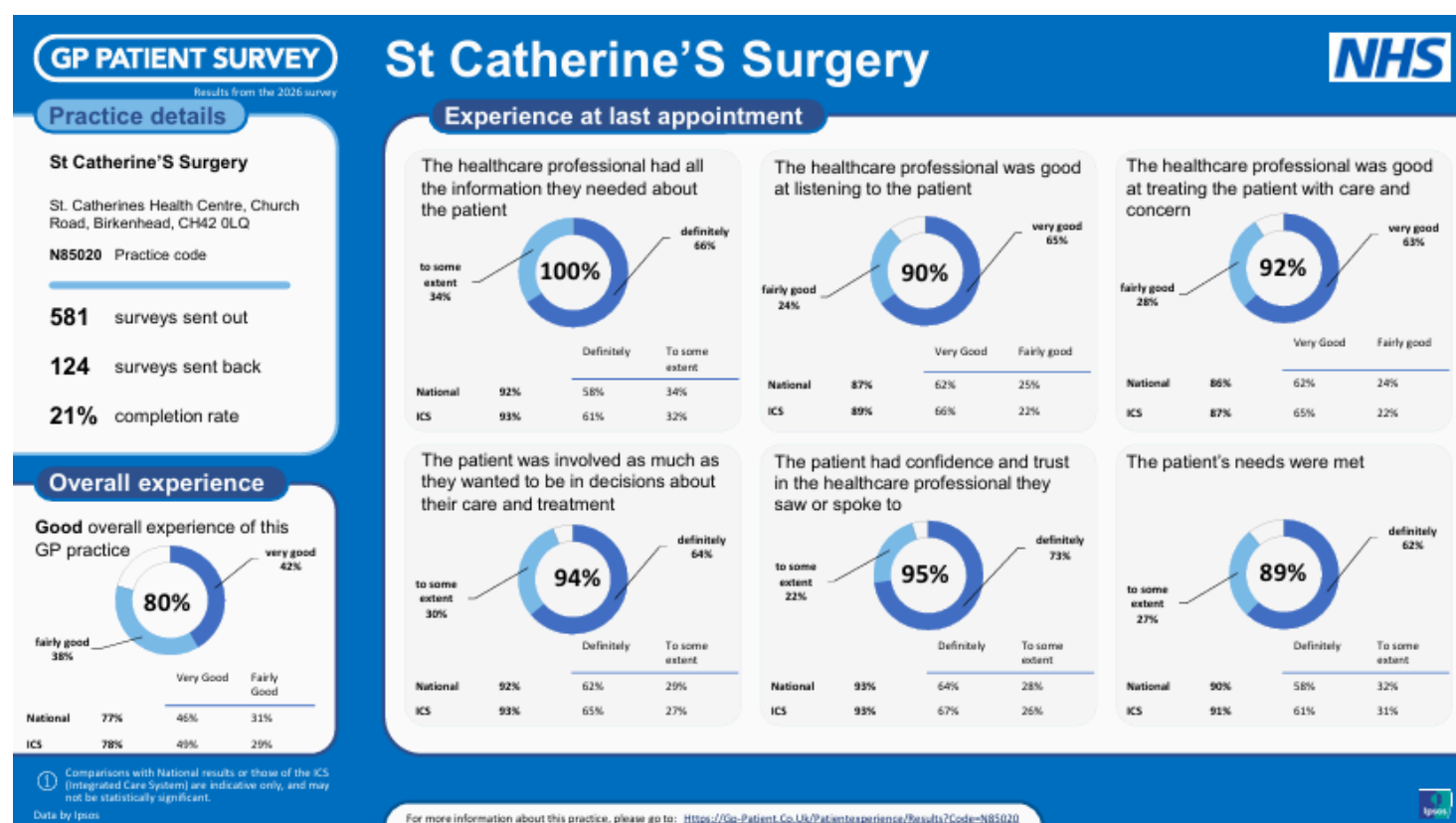
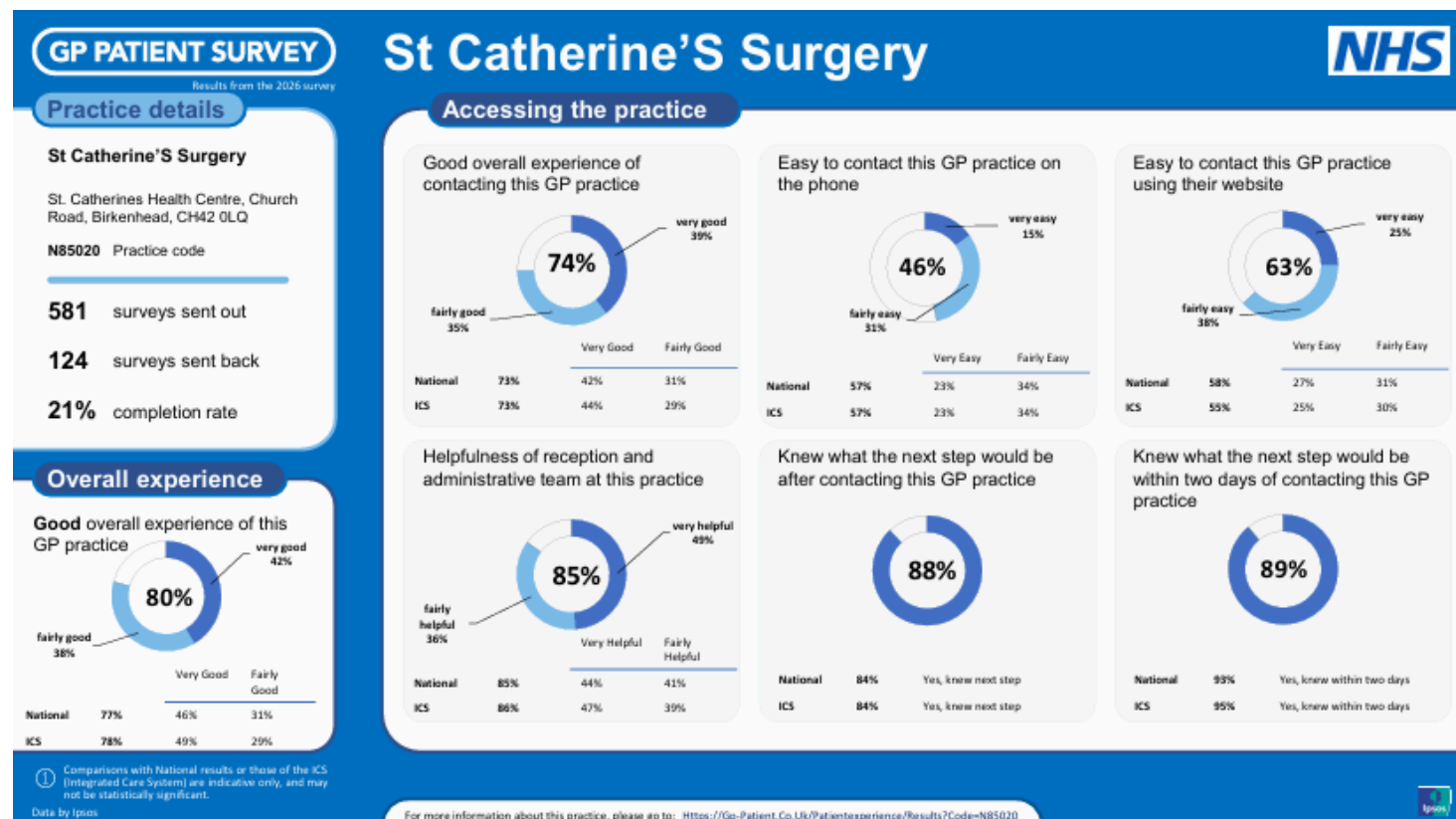
- are aged 75 or over (including those who will be 75 by 31 January 2027)
- are aged 6 months to 74 years and have a weakened immune system because of a health condition or treatment
- live in a care home for older adults

National Patient Survey Results 2026

By Andrew Gibbard

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people registered with GP practices in England. The results show how people feel about their GP practice.

Out of the 581 of our patient's who were contacted, 124 patients were kind enough to respond and provide feedback.



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.



Changes to your Enhanced Access service



NHS



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.