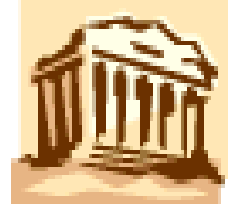


The Villa Medical Centre Newsletter

March 2020



Coronavirus: *Protect yourself and others*

Issue 3

Included in this newsletter is information on:-

- Coronavirus
- Helping Military Veterans/ Ex-Service Personnel
- Nurses Corner
- Staff news
- Manager's Page
- Patient Participation Information
- Friends and Family

Special points of interest:

- Page 8, The Poppy Factory



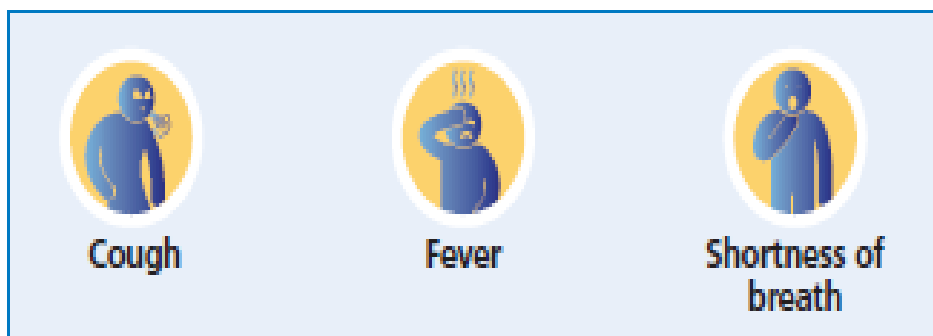
Brighter Birkenhead
A healthier future together

CORONAVIRUS

!STOP!

**DO NOT ENTER THIS BUILD-
ING**

**IF YOU HAVE BEEN TO AN AFFECTED
PLACE IN THE LAST 14 DAYS
OR
BEEN IN CONTACT WITH SOMEBODY WITH
CORONAVIRUS
AND
YOU HAVE ANY OF THESE SYMPTOMS**



Coronavirus



WASH YOUR HANDS MORE OFTEN FOR 20 SECONDS

**USE SOAP AND WATER OR A HAND SANITISER WHEN YOU:
GET HOME OR INTO WORK
BLOW YOUR NOSE, SNEEZE OR COUGH
EAT OR HANDLE FOOD**

For more information and the Government's Action Plan go to nhs.uk/coronavirus

We have ceased the online appointment booking service for the foreseeable future. You will be asked to provide a reason for all GP appointments so that it can be passed onto the GP. The surgery is at risk of closure if these measure are not followed. Do not put the health of our staff and other patients at risk by not cooperating.

Check if you need medical help

NHS 111 has an online coronavirus service that can tell you if you need medical help and advise you what to do.

Use this service if:

- you think you might have coronavirus because in the last 14 days you've been to a country or area with a high risk of coronavirus

you've been in close contact with someone with coronavirus

You may need to get medical advice if you've recently travelled to the UK from somewhere with a higher risk of coronavirus.

These places are: *(Correct at date of publication 10.03.2020)*

- Cambodia
- China
- Hong Kong
- Iran
- Italy
- Japan
- Laos
- Macau
- Malaysia
- Myanmar (Burma)
- Singapore
- South Korea
- Taiwan
- Tenerife – only the H10 Costa Adeje Palace Hotel
- Thailand
- Vietnam

These country are changing daily visit the web page below to get up to date advice. If you've been to one of these places in the last 14 days, find out what to do using the NHS 111 online coronavirus service.

Online Coronavirus NHS 111 Service <https://111.nhs.uk/service/covid-19>

Minor

Will a Walk-in Centre be able to help me?

Do I need to have a face to face appointment ?

Can my pharmacist help?



There are now more ways to seek medical advice than just having a face to face GP appointment. We now offer online consultations for all patients. Beat the telephone queues and get help with a current condition or general advice, ordering sick notes or GP letters or common childhood illnesses. We guarantee a reply in 2 working days.

EConsult also gives you access to useful self help advice on many common conditions.

How does the service work?

- 1** Complete a simple form about your problem or request
- 2** Your GPs decide on the best treatment for you
- 3** The practice calls you or emails you with advice, a prescription or an appointment

Head over to our practice website here you will find the button for your own e-consultation.



<http://www.villamedicalcentrewirral.nhs.uk/>

Minor Ailments



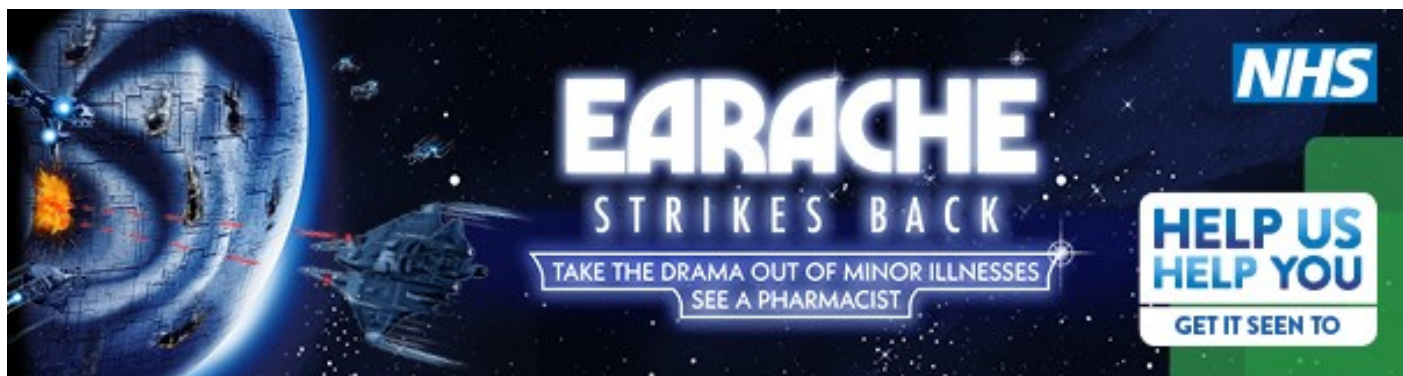
Have you got a minor ailment that may not need a GP appointment? Your local pharmacy may be able to help.



Pharmacists are trained professionals who can supply some medication over the counter without a GP prescription.

Around 18 million GP appointments and 2.1 million visits to A&E are for self-treatable conditions - such as coughs and tummy troubles - at a cost of more than £850 million each year to the NHS. This is the equivalent of more than 220,000 hip replacements or 880,000 cataract operations.

Help us to save the NHS— use a service which is appropriate for the problem, A+E should only be used for life threatening illness or problems.



Common conditions treated are:

Scabies

Impetigo

Conjunctivitis

Urine Infections

Hay Fever

Bites & Stings

Stye

Oral Thrush in Infants

Cystitis

Threadworm

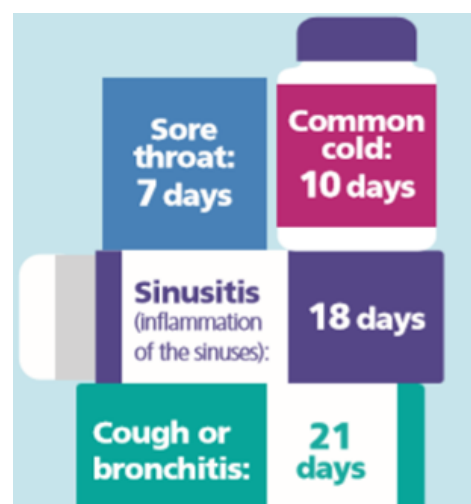
Vaginal Thrush

Migraine

Cold Sores

Mouth Ulcer

Sore Throat



The Wirral Food Bank

We have been supporting the Wirral Food Bank for many years now. A collection box is at the reception desk, all donations welcome.



Any donations you can give will be passed on to the Wirral Food Bank once a week to and will, in turn, be sent out to various local distribution centres throughout our area.

PLEASE NOTE: this is for donation only; food must not be taken out of the box. If you feel you need the services of the Wirral Food Bank, please contact them directly on 0151 638 7090.

Are you a Military Veteran/Ex-Service Personnel?



**THE
POPPY
FACTORY**

getting you back to work

Unemployed veterans who receive health treatment on the Wirral can now get help moving back into employment via a new service launched by The Poppy Factory, based at *The Villa Medical Centre, starting date Wednesday 15th April 9:30am-11:30am*. Ex-Forces men and women can access one to one support with career planning, training opportunities, CV writing and job application advice. Age UK will also be attending to offer their help and support.

The surgery is hoping to host quarterly coffee mornings here at the practice with The Poppy Factory, open to all to give a communal space for those that wish to attend. Dates and times yet to be confirmed but will be displayed in our waiting area when decided.

Please let us know if you are a military veteran and we can record this in your medical records to ensure your health needs are addressed and the appropriate priority is given to your service related condition.

For further details about veteran's healthcare please visit NHS Choices:

<https://www.nhs.uk/using-the-nhs/military-healthcare/>

Nurses Corner

Flu Vaccination



Keep funding in General Practice– Get your free NHS flu vaccination with us!

The flu vaccine is offered free of charge on the NHS to people who are at risk. This is to help protect them against catching flu and developing serious complications.

We only have a limited number of flu vaccinations left for patients aged 65 and over.

Keep you, your friends and family safe this winter.
Book an appointment at the surgery for your flu vaccine.

Be winter-ready
Get the flu vaccine

Aged 65 or over Children 2-11 Long-term medical condition Pregnant

Prevent | Protect | Vaccinate

Staff News

Our reception team are signpost trained to direct patients to the most appropriate clinician or service for their medical issue. The GP is not always the right person to see. Unfortunately, if you do not provide us with this information, an appointment with a GP may not be given. Certain treatments maybe more appropriate to access via other services such as walk-in centres, local pharmacies or online consultations.

The reception team require this information to help you and to prioritise urgent care.

Unless we address the issue of patients taking unnecessary GP appointments, there will always be a shortage for those patients who need them.



Manager's Page

We desperately need new recruits for our Patient Participation Group. Help us to help you shape the Practice and Service to what you need. See page 13 for more information.

It is unfortunate that I have to inform everyone that we are seeing an increase in verbal aggression towards members of our team. I have had to write to 4 patients already since 1st January 2020 advising them that their behaviour is unacceptable and that they risk removal from our list. People should not be subjected to such behaviour, think before you speak, would you like to be treated in such a way, what would you think if your mum, dad, son or daughter was treated in such a way? It will never be acceptable or tolerated.

It is with great sadness to announce that Dr Cookson will be retiring in November. Dr Cookson joined the Practice in 1990, initially as a GP Registrar. Although we will all miss him greatly I'm sure you will all agree that his retirement is well deserved.

Dr Bennett will become a Partner of the Practice from November.

Patient Participation Group

YOU ARE VERY WELCOME TO JOIN...

Every GP practice is expected to have a **'patient participation group' or PPG**. We've got one; ours is called **Villa Patients**.

What is a PPG? It is a partnership between ordinary volunteer patients, GPs and practice staff. Through occasional meetings and by sharing ideas the PPG tries to help patients understand what is happening in the NHS and assist the Practice to understand any patient concerns..

Who are the Villa PPG? Villa Patients are people like you who want to do something to support the Practice and to help our fellow patients. At present a small group of us meet informally a few times a year, usually with the Practice Manager.

What do Villa Patients do? We share our activities via the notice board in the Villa waiting room. We send information to everyone on our email list. And we have space in the Practice newsletter. New recruits are welcome at our meetings.

Not more meetings! No! We agree: old-fashioned meetings with agendas and minutes are necessary from time to time to keep things ticking over. More important are sessions where people can get together to discuss shared interests

Such as? Join in and tell us! What should we be doing?

And? We try to help the Practice deal with issues and complaints concerning the appointment systems. We produced a diagram to make the system clear and direct you to the most suitable person or part of the service. It's been in Practice newsletters and on the web site.

How can you join in PPG activity? Everyone is welcome to join our mailing list, and to contact us.

We'd like to hear from you about any ideas, concerns or praise you have about the Practice.

Drop a note into the Practice or email: WICCG.THEVILLAMEDICALCENTRE@NHS.NET
(But if you have concerns relating personally to your care or treatment please contact the Practice Manager, Villa Medical Centre, Roman Road, PRENTON, CH43 3DB; 0151 6084702; wiccg.thevillamedicalcentre@nhs.net)

Villa Patients



Friends and Family

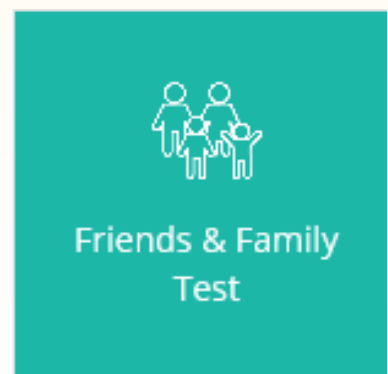
The NHS Friends and Family Test (FFT) is a feedback collection system for providers of NHS funded services. The FFT uses a simple question with a range of possible responses from 'extremely likely' to recommend, to 'extremely unlikely' to recommend.

The surgery would love to hear about your recent experience of our service.

We would like you to complete one of our friends and family questioners. This can be done by filling out the attached Friends and Family form and returning this to reception where we have a collection box or visiting our website

<https://villamedicalcentrewirral.nhs.uk/>

and clicking on the green Friends and Family button.



The Villa Medical Centre – Opening Times



Monday	8.30am–6.30pm
Tuesday	7.00am – 7.30pm
Wednesday	8.30am – 6.30pm
Thursday	8.30am – 6.30pm
Friday	7.00am – 6.30pm

Please note the closed between 8:00am-8:30am and 12:30-1:30 every day. Should you need urgent medical assistance during this lunch hour, please ring the normal surgery number 0151 608 4702 and this will give you details of the Practice Mobile number, which is for urgent medical problems that can't wait until 1:30pm.



Bank Holidays

The practice is closed on bank holidays, and is covered by the GP out of hours services.

~ Friday 10th April

~ Monday 13th April

~ Friday 8th May

~ Monday 25th May