

# PATIENT NEWSLETTER



Written by Communications Lead  
B O'Mahony and supported by our  
Patient Participation Group

## WELCOME

Firstly, I would like to welcome you all to our brand new quarterly patient newsletter! My name is Brittany and I work as the Communications Lead at Aston Healthcare. You can expect our patient newsletter to be updated regularly and will be available through our practice website

**[www.astonhealth.nhs.uk](http://www.astonhealth.nhs.uk)** and sent to all patients via SMS and Email. Currently we are unable to provide hand out copies within the practice due to Coronavirus infection control. Newsletters will be available to pick up in practice once we are allowed to do so.

## MEET THE TEAM

**We are very proud to have a fantastic team of admin, clinical and management staff at Manor Farm Primary Care Resource Centre (Aston Healthcare). Here is a list of our current staff working at the practice:**

**Operations Manager**  
Kelsey Owens

**Practice Manager**  
Joanne Buxton

### Administrators

Leanne Pauline  
Hayley Danielle  
Lois Kim  
Linda Lorna  
Gill Olivia  
Chloe Christine  
Daniel Sandra

### Senior Administrators

Carl  
Kirsty  
Julie

**Healthcare Assistant**  
N. Ikuku

### GP's

Dr A. Amir - Male GP  
Dr B. Ettah - Male GP  
Dr F. Qedwai - Male GP  
Dr F. Kabir - Female GP  
Dr P. Okorigwe - Female GP

**Physician Associate**  
M. Smith

**Advanced Nurse Practitioners**  
S. Thompson  
T. White  
V. Kirk

**Practice Nurses**  
L. Kinnaird  
C. Murray

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# **PRACTICE INFORMATION**

## **OPENING HOURS**

|                  |                     |
|------------------|---------------------|
| <b>MONDAY</b>    | <b>8AM - 6:30PM</b> |
| <b>TUESDAY</b>   | <b>8AM - 6:30PM</b> |
| <b>WEDNESDAY</b> | <b>8AM - 6:30PM</b> |
| <b>THURSDAY</b>  | <b>8AM - 6:30PM</b> |
| <b>FRIDAY</b>    | <b>8AM - 6:30PM</b> |
| <b>SATURDAY</b>  | <b>CLOSED</b>       |
| <b>SUNDAY</b>    | <b>CLOSED</b>       |

Phone lines are open between 8am - 6:30pm Mon - Fri

## **CURRENT CONTACT NUMBER**

**0151 480 1244**

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## **NEW TELEPHONE SYSTEM**

**WE ARE IMPLEMENTING A NEW TELEPHONE SYSTEM, WHICH MEANS OUR TELEPHONE NUMBER IS CHANGING ON FRIDAY 30TH JULY 2021. PLEASE SAVE OUR NEW NUMBER BELOW WHICH WILL BE LIVE ON 30TH JULY FROM 8AM.**

## **NEW TELEPHONE NUMBER**

**0151 902 0291**

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## **EMAIL ADDRESS**

**MANOR.FARM@NHS.NET**

## **WEBSITE**

**WWW.ASTONHEALTH.NHS.UK**

# PRACTICE INFORMATION

We now operate a **total triage model of care** which means that all patient requests must come through remotely either via telephone / online / external platforms such as NHS App or Patient Access.

- Patients must only attend the surgery when a prearranged appointment has been made. Please ensure you wear a face mask or covering when attending the practice.

When requesting medical advice / appointments patients are asked to:

- Complete an online eConsult through our website [www.astonhealth.nhs.uk](http://www.astonhealth.nhs.uk)  
*If you need help completing an eConsult please call the practice and we will do this on your behalf*

The practice has a registered population of 24,373 and is contracted to provide 70 clinical appointments per 1000 patients per week (1706 appointments). Currently the practice provides 1,952 clinical appointments per week, 246 appointments over the contractual requirement. Aston Healthcare provides 74% of the weekly clinical appointments through GPs and Advanced Nurse Practitioners, 12% through Physician Associates and 14% through Clinical Pharmacists. These appointments are equally split between remote / face to face appointments.

The practice is also contracted to provide a 25 Practice Nurse appointments per 1000 patients per week (610 appointments). Currently the practice provides a total of 740 Practice Nurse appointments per week, 130 over the contractual requirement.

## **Blood Testing**

We are aware of patients anticipating the return of the blood testing service at Whiston PCRC (ran by Whiston hospital). This service was paused last year due to COVID-19 to limit the spread of Coronavirus. These phlebotomists have now been deployed to COVID-19 vaccination hubs and local clinics which is why this service is still paused. We will inform patients when this service is likely to resume once we know more.



## COVID-19 VACCINATION PROGRAMME

The COVID-19 vaccination programme has been a great success in Knowsley and across the UK with many first and second dose vaccinations now being administered to people.

Patients eligible to receive a first or second dose are:

- People aged 18+

Please note, our local vaccination site's in Knowsley opted to vaccinate cohorts 1-9 only (50+ yrs) and local hubs in Huyton, Kirkby and Halewood have now closed.

Cohorts 10-12 (people aged 18-49) will be invited to book their vaccine at a mass vaccination site which has sufficient capacity to vaccinate this cohort.

Bookings can be made online via the NHS website: [www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/)

OR by calling 119

So far we as a practice have successfully vaccinated all care home patients, housebound patients, those aged 50+ and patients who are classed as clinically extremely vulnerable. Our team have sent multiple invites to patients yet to receive the vaccine and patients will continue to be invited unless the vaccination is declined when speaking to a member of our team.

We are very proud of the hard work and dedication from our staff assisting with the COVID-19 vaccination programme, which has been a great success across the nation. Our staff have worked long days and weekends to ensure patients receive their vaccine and we are proud of the commitment we have seen from staff throughout this challenging period.

# THINGS WE HAVE DONE SINCE 2020

- We have a brand new management team at Aston Healthcare from February 2020!
- The 'central telephone hub' was decommissioned meaning individual practices now answer their own telephone lines as opposed to coming to a central hub. This has reduced queue times significantly since January 2020
- Aston Healthcare now has a brand new practice website [www.astonhealth.nhs.uk](http://www.astonhealth.nhs.uk)
- Our communications department undertook a COVID-19 survey to find out how UK lockdown has impacted our patients physical and mental health. Over 2,300 patients responded to this survey and as a result we plan to publish a brief paper to demonstrate the results of the survey. We hope for this paper to be published in numerous medical journals as 'best practice'
- 5,790 flu vaccinations have been administered by our clinicians since October 2020
- Aston Healthcare now has a joint Patient Participation Group which patients of all practices are involved with to help improve and shape our services
- All clinical staff received training on how to refer patients to social prescribing activities. A local charity called Care Merseyside offer welfare and/or social support to people within the local community (Knowsley) which our clinicians can refer to!
- The COVID-19 vaccination programme began and our clinical and administration staff have worked at local vaccination hubs to ensure eligible patients in Knowsley receive their vaccinations. Our call and recall team also played a key role in inviting patients to receive their vaccine and booking appointments.
- All care home patients have now received their first and second dose of COVID-19 vaccination
- Our patients classed as 'housebound' have now received their first and second dose of COVID-19 vaccine, thanks to our team of dedicated staff undertaking home visits across Knowsley.
- Our reception staff spoke on ITV Granada News about the affects of COVID-19 pandemic on patients and staff at the practice(s)
- Over 380 patients have adopted the use of a digital self help app called my mHealth which provides help for patients to manage their conditions such as Asthma, COPD, Heart Disease and Diabetes. Patients who would like to use the app can register their interest via our practice website.
- We are working with Liverpool Heart and Chest Hospital to provide specialist clinics for patients who suffer with Asthma and COPD.

# PATIENT PARTICIPATION GROUP (PPG)

The Patient Participation Group is a group of patients from Aston Healthcare and practice employees who meet regularly to:

- Address, and resolve, issues that may have arisen as part of the overall patient experience
- Inform patients of future changes within the practices such as staffing, processes etc.
- Advertise upcoming health campaigns e.g. Flu vaccination, Breast/Cervical screening, COPD Awareness etc.
- Assist in educating patients on topics such as digital access, appointments, prescriptions etc.
- Ultimately - the PPG are the voice of our patients and ensure the practice provides a great experience!

## **So far, the PPG have:**

- Played a key role in providing feedback on planned change to practice processes and procedures
- Contributed to the layout of waiting rooms
- Had input into the telephone message spoken when a patient calls our practice
- Work closely with the practice on areas such as patient surveys, patient communications and much more
- Initiated a telephone access and patient experience sub group to focus closely on these areas.

Prior to COVID-19 lockdown, Aston Healthcare PPG met with other Knowsley based PPG's to review all aspects of patient experience in order to explore ways of providing and maintaining an uncomplicated, simple, process for all patients regardless of age, disability and ability. This group was known as a 'Joint PPG'.

The joint PPG created 'Sub Groups' (each group having representatives from different surgeries), which focus on different workstreams, reviewing, exploring and consulting on the areas to improve them. The current work stream's include:

- Telephone Access
- Patient Experience

The PPG will report back on the future progress of these dedicated sub groups within the patient newsletter. In light of COVID-19, local guidelines explain how PPG's are unable to meet face to face at this time in order to control the spread of Coronavirus. However, we plan to engage our PPG via Zoom virtual meetings whenever possible to keep the momentum we have built in recent months.

**We are looking for young people to join our PPG! If you are interested in volunteering to join our Patient Participation Group please email**

**[MG.Communications@knowsleyccg.nhs.uk](mailto:MG.Communications@knowsleyccg.nhs.uk)**

**We would love to hear from you.**



# SOCIAL PRESCRIBING

Care Merseyside is a social prescribing charity which helps the local community to feel empowered to look after their health and well-being. Care Merseyside provides a broad programme of social prescribing initiatives with the support of GP referrals from Cornerways Medical Centre and self referrals from the community or other third sector organisations. Care Merseyside have supported hundreds of people throughout the Coronavirus pandemic through their 'phone a friend' service, helped people get access to food and much more. Please note - Care Merseyside are unable to provide medical support and is solely for welfare and or social support.



**Care Merseyside have a range of activities and sessions you can register for including relaxation and mindfulness, anxiety management, creative writing and more. They can also signpost you to other services such as adult and community learning, housing support, debt management and other support services.**

**Please visit their website [www.caremerseyside.org.uk](http://www.caremerseyside.org.uk)**

**Or follow them on social media!**



@CareMerseyside



@caremerseyside

# MENTAL HEALTH AWARENESS



Since 1949, the Mental Health Foundation has been the UK's leading charity for mental health. For the past 21 years the Foundation has hosted 'Mental Health Awareness Week' with this year's theme focusing on nature and the impact that this has had on us a nation, especially over the last twelve months.

The week is an opportunity for people to talk about all aspects of mental health, with a focus on providing help and advice for those in need. For more information on this year's event and how you can get involved, visit [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

## Helplines and crisis contacts

### If you need immediate help:

In an emergency:

- Call 999
- Go to your local A&E department

### If you're in crisis and need to speak to someone:

- Call NHS 111 (for when you need help but are not in immediate danger)
- Contact your GP and ask for an emergency appointment
- Contact the Samaritans (details below)
- Use the 'Shout' crisis text line - text SHOUT to 85258

### Samaritans

Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts.

- [www.samaritans.org](http://www.samaritans.org)
- 116 123 (free to call from within the UK and Ireland), 24 hours a day
- Email: [jo@samaritans.org](mailto:jo@samaritans.org)

### IAPT

Improving Access to Psychological Therapies

- 0151 430 1707

### CAMHS

Child and Adolescent Mental Health Services

- 0151 293 3577 (Crisis Line)

**For additional helplines and crisis contacts please visit:**  
**[www.centreformentalhealth.org.uk/helplines-and-crisis-contacts](http://www.centreformentalhealth.org.uk/helplines-and-crisis-contacts)**