

AN UPDATE ON SERVICES AT YOUR MEDICAL CENTRE

Book your appointment online

The practice has recently introduced a new service allowing our patients to book their appointment using the internet.

All you need to do to access this service is register at our reception desk. Registration is required to protect your confidentiality. When you register a receptionist will

explain how the online booking system works.

The service really is very easy to use so please do not think you have to be a technical genius to get involved.

Please come in and speak to a receptionist if you are interested.



Evening appointments on Thursdays



Did you know that the surgery offers GP appointments until 8.30pm every Thursday?

Evening appointments have been available for the last 18 months and have been very popular with patients who find it difficult to visit the practice during the day.

When the practice is open in

the evening we are only able to deal with those patients who have a booked appointment. We are unable to deal with prescription requests, home visit requests or patients who do not have an appointment. The doctors take it in turns to do evening surgeries so not all doctors are available each week.

How our appointment system works

In response to feedback from patients we have recently changed the way our appointment system works.

We are now able to book routine appointments up to four weeks in advance. We also have same-day

appointments available for patients who have symptoms that indicate they need to be seen quickly. Appointments can be made either online or by calling **0151 476 2460** between 8.30am and 6.30pm Monday to Friday.



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Chlamydia testing

Chlamydia is the commonest sexually transmitted infection in the UK. Many people are infected yet do not know they have it. If left untreated it can lead to infertility and long-term pelvic pain. The NHS advise that everyone under 25 who is sexually active should be tested every year. You can take the sample yourself and you do not need to be examined. Book in with a nurse or doctor or call 0800 567123 for details.

Text reminders for appointments

In order to try to reduce the number of people who do not turn up for appointments we now offer a text message appointment reminder service. Please make sure we have your correct mobile phone number if you would find text reminders useful.

The new screen in reception

We now have a touch screen in the waiting room to let the doctor know you have arrived. We hope this will reduce queuing and enable our receptionists to deal with more complicated enquiries.

Order your repeat prescription online

Repeat prescriptions can be ordered on the medical centre website at www.longlanemedical.com. To order your repeat medication click on the "prescriptions" box and follow the instructions on screen. We will have your prescription ready to collect at reception

2 working days after you request it.

Most local pharmacies can collect prescriptions from the surgery for you. If you wish to use this service please check with your pharmacy to ensure that they collect prescriptions from the surgery.

Patient participation group

We are keen to find out what you think the practice is doing well and what could be done better. Our aim is that our patients shape the way their practice develops in the future. To achieve this we are in the process of setting up a patient participation group. It is envisaged that the group will meet for 1-2 hours about every 2 months.

To be a member of the group requires no special qualifications other than enthusiasm and being able to attend the meetings. If you are interested in helping with the group please contact the practice manager, Tracy Lynch on 0151 4762460.

Cervical smears

Are you up to date with your smears? Between the age of 25 and 49 you should have a smear every 3 years and between the age of 49 and 64 every 5 years.

A smear can be taken at any time except during a period. Ideally however it should be taken mid-cycle.

The idea behind smears is that changes in the cervix that may develop into cancer can be found and treated at an early stage so that they do not cause any problems in the future.

Every year in England 900 women die because of cervical cancer. It is estimated by Cancer Research UK that cervical smears save 4,500 lives every year in England.

We are concerned that not enough of our patients are coming in for a smear. Although more women came in following the death of Jade Goody our numbers still remain low.

If you are overdue for a smear don't put it off, book an appointment now.

We can help you stop smoking

A recent study showed that North Liverpool has the highest rates of smoking related deaths in England. It is estimated that in our area 43% of deaths in people aged over 35 are related to smoking. Rates of disabling smoking related diseases such as heart and chest disease are also extremely high.

If you smoke it is a medical fact that the single best thing you can do to improve your health and life expectancy is to quit now. Many people have stopped smoking either on their own or with help. If these people can do it **so can you**.

We have a stop smoking clinic in the surgery every Monday afternoon between 2pm and 3pm. This clinic is run by FagEnds who also run several other clinics locally at other times which may be more convenient. You can get more details on FagEnds website at www.stopsmoking.org.uk or by phoning 0800 195 2131. Alternatively your pharmacist or the doctors and nurses in the surgery can help you.

There are nicotine patches, gum, lozenges and inhalators available to help you. There is also a tablet called Champix which can be taken for 12 weeks to help reduce cravings.

Flu jabs

If you are over 65, diabetic or have chest, heart, kidney, liver or neurological disease you are entitled to an influenza immunisation every year. Patients with weak immune systems due to disease or medication are also advised to have a flu jab as are people who are carers for others. We are supplied with the jabs in October and will invite many of our patients. If you think you meet the criteria for a flu jab and do not receive an invitation please contact us.

University teaching practice

Long Lane Medical Centre is a University of Liverpool accredited teaching practice. We are involved with the training of qualified doctors who wish to become fully fledged GPs. There are usually one or two of these doctors, called GP Registrars, training in the practice at any time.

Care at the chemist

Did you know that your local pharmacist can help you with many minor problems? Under a scheme called "Care at the Chemist" your pharmacist can provide you with medication and advice for conjunctivitis, thrush, head lice, hay fever, athlete's foot, worms, diarrhoea, constipation and many other conditions. Speak to your pharmacist for details.

Walk-in centres

For coughs, sore throats, earache, sprains and other minor ailments you can be seen without an appointment at a Walk in Centre. The centres in Kirkby, Old Swan and the City Centre are closest to the surgery. Go to www.nhs.uk or call NHS Direct on 0845 46 47 for details. Walk in Centres can also provide the morning after pill.

Out of hours care

At weekends, bank holidays and between 6.30pm and 8am Monday to Friday call the GP Out of Hours service on 0151 2203685 if you have an urgent problem that cannot wait until the surgery is open. Alternatively call NHS Direct on 0845 4647 for advice.