

Patient Group Newsletter

Green Lane Medical Centre, Tuebrook



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1. Surgery news

We welcome Dr McGuffin who is joining the surgery as a salaried G.P. and hope that she has a long and happy association with the practice.

The refurbishment of Room 5 (Nurses) has unfortunately been delayed but should now commence at the end of January.

2. CQC Inspection

Our Medical Centre was inspected by the Care Quality Commission on the 7th December 2018. The overall rating was found to be GOOD. The findings of individual inspection areas were as follows:

- | | |
|----------------------------|-------------|
| • Are the services safe? | Rating GOOD |
| • Are services effective? | Rating GOOD |
| • Are the services caring? | Rating GOOD |
| • Are services responsive? | Rating GOOD |
| • Are services well-led? | Rating GOOD |

The inspection was part of the routine inspection programme. The judgements of the quality of care at the practice were based on a combination of:

- What was found on the day of the inspection
- Information from the ongoing monitoring of data about the services and
- Information from the provider, patients, the public and other organisations.

The Patient Group would like to offer congratulations to all staff on the continued effort they make to achieve the good results that they do.

3. On-line Patient Access

Sign up to GP online services and you'll be able to use a website or app to:

- book or cancel appointments online with a GP or nurse
- order repeat prescriptions online
- view parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results

- view clinical correspondence such as hospital discharge summaries, outpatient appointment letters and referral letters

The service is free and available to everyone who is registered with a GP.

If you are not signed up to on-line services please call into the surgery after 11.00a.m. and ask at reception for details.

4 Care Hubs

Earthmovers are in at two sites in the city as part of a £30 million plan to create new living spaces and care hubs. The services will be managed by health and social care provider, Shaw healthcare, in a contract signed with the city council for 25 years.

Work has begun on the site of the new £7.8m Dementia Hub on South Parade in Speke and at the proposed £8.2m Venmore Dementia Centre on Hartnup Street, Anfield. Each centre will provide 60 bed spaces, along with state-of-the-art care facilities for people with dementia and other long-term residential and nursing care needs. They will also feature en-suite bedrooms, areas for therapy and socialising, dining facilities and gardens. A planning application has been submitted for a third dementia hub in Stonebridge.

Work has also begun on a £5.1m new 35-bed stroke facility at Townsend Lane, Anfield. This centre replaces an existing one at Hartnup Street, which is being relocated to make way for the Venmore Centre.

At the same time, building work has now completed at Besford House in Belle Vale. The hub, which provides accommodation for adults with learning disabilities, has undergone an £900,000 makeover. Improvements include decorating, new carpets and flooring, new bathroom suites, kitchens and furniture.

Hubs will be used to support people with a lower level of need who would otherwise end up in hospital, as well as providing intermediate care to help get people out of hospital quicker. They will help reduce the number of people unnecessarily delayed in hospital following NHS treatment by getting and improve their experience of health and social care services by driving up quality standards.

5. Liverpool Phlebotomy Service

If your G.P. requests that you have blood tests you can choose from one of a number of local venues across the city. See on for a full list of locations and times.

All sessions are drop-in (no appointment needed). However, bookable sessions are also available daily from 11.30a.m. until 1p.m. at Breeze Hill, Kensington or South Liverpool Treatment Centre - please call 0151 285 4548 if you wish to book an appointment.

You can also continue to have blood samples taken at the surgery by booking an appointment'

All samples are taken by appropriately qualified staff.

You can access the Phlebotomy Service at these locations and times:	Drop-in sessions (no appointment needed) 8:30am–12:30pm				
	Mon	Tue	Wed	Thu	Fri
Belle Vale Health Centre Hedgefield Road L25 2XE	✓	✓	✓	✓	✓
Breeze Hill Medical Centre 1–3 Rice Lane L9 1AD	✓ Extended hours: 7am–7pm, Mon–Fri				
Childwall Health Centre Queens Drive Childwall L15 6YG	✓	✓	✓	✓	✓
Croxteth Clinic 40 Altcross Road L11 0BS	✓	✓	✓	✓	✓
Everton Road Health Centre 45 Everton Road L6 2EH	✓	✓	✓	✓	✓
Hunts Cross Health Centre 70 Hillfoot Road L25 0ND		✓		✓	
Kensington Health Centre Edge Lane L7 2PH	✓ Extended hours: 7:30am–7pm, Mon–Fri				
Mere Lane Neighbourhood Health Centre Mere Lane L5 0QW	✓	✓	✓		
Norris Green Health Centre Townsend Avenue L11 5AF	✓	✓	✓	✓	✓
Old Swan Health Centre Crystal Close L13 2GA	✓	✓	✓	✓	✓
Picton Neighbourhood Health Centre 137 Earle Road L7 6HD	✓	✓	✓	✓	✓
Riverside Centre for Health Park Street L8 6QP	Please call 0151 295 9228 to make an appointment				
Ropewalks Health Centre 28 Argyle Street L1 5DL			✓	✓	✓
South Liverpool Treatment Centre 32 Church Road L19 2LW	✓ Extended hours: 7am–7pm, Mon–Fri				
Speke Neighbourhood Health Centre South Parade L24 2XP	✓	✓	✓	✓	✓
Townsend Lane Health Centre L6 0BB				✓	✓
Vauxhall Health Centre 111–117 Limekiln Lane L5 8XR	✓	✓			
Woolton House Medical Centre 4–6 Woolton Street L25 5JA	✓		✓		✓
Yew Tree Health Centre Berryford Road L14 4ED	✓	✓	✓	✓	✓
York Centre Smithdown Health Park Smithdown Road L15 2HE	✓	✓	✓	✓	✓

6. Sharing Your Data

Two types of information join together to become confidential patient information. This is information that:

- can identify you
- says something about your health care or treatment

One example can include your name and address (identifies you) along with what medicine you take (health care or treatment). Identifiable information on its own is used by health and care services to contact patients and this is not confidential patient information.

Health and care staff may use your confidential patient information to help with your treatment and care. For example, when you visit your GP, they may look at your records for important information about your health.

Confidential patient information is also used to:

- plan and improve health and care services
- research and develop cures for serious illnesses

You can stop your confidential patient information being used for research and planning. Your confidential patient information will still be used for your individual care. Any choice you make will not change this.

You can make or change your choice by using the online service or completing a paper form and posting it back. You can also ask for help using our telephone service. You must complete a paper form if you wish to make or change a choice on behalf of someone else. You may contact the NHS Digital Contact Centre to verify your identity and discuss your choices. They may be able to guide you through the online service or make a choice on your behalf.

Call: 0300 303 5678

Open: 9am to 5pm Monday to Friday (excluding bank holidays).

Our next meeting will be held on Wednesday 10th April 2019 at 12.30p.m.

We are always looking for new members. If you are interested in becoming a member please come along to the meeting.

Please note that this group does not deal with personal matters or complaints. If you have a complaint please raise it with the surgery through the normal channels.

Thank you for taking the time to read the Patient Group Newsletter.

Barbara, Chairperson, Patient Group.