

# Newsletter

Welcome to the latest edition of your practice newsletter, where you can find important updates about your care, and services near you.

## Do you know about our callback service?

When contacting your practice, did you know that you can choose a call back option? This option is provided if there are more than 3 patients in the queue ahead of you, meaning you don't have to wait in a queue and can choose for your practice to call you back.

When your place in the queue reaches the front, a member of staff will call you back. You'll remain in the same position in the queue as you would have if you had held on, but can use the time to continue with your day.

If you do use this service, it is important that you don't call back to chase up the call. If you do this, you will lose your original place in the queue and be placed at the back of the queue again.

We have received excellent feedback from patients who have used this service:

- *'Quick call back, same day appointment.'*
- *'The call back facility from the surgery is a great and welcomed improvement.'*

Next time you contact your GP practice, why not try our callback service?

## Join your Patient Engagement Group!

Your GP practice is looking for members to join their Patient Engagement Group. The group is made of patients, carers and GP practice staff who meet to discuss practice issues and patient experiences to help improve the service.

If you would be interested in joining this group, or have suggestions about future engagement, please provide your details here: <https://forms.office.com/e/MPjCNS4LuD> or ask at the practice reception for details.

# Recent Compliments for Netherley

We love hearing your compliments for Garston practice.

- 'I want to thank S for all his help today. I was not able to order medication and was concerned as it had run out. S reassured me that he had arranged for the medication to be prescribed and called me back to inform me that everything had been arranged. S was so kind and helpful, and I wanted to recognise the excellent patient care I received.'
- 'I want to commend the professionalism and helpfulness of the staff I spoke with at the hub. They were incredibly supportive during my calls. I reached out again regarding my daughter who I was struggling to get to take her antibiotics, who was seen out of hours for tonsillitis, and I believe I spoke to the same person on both occasions, but this person went above and beyond to assist me in getting her the care she needed. I've noticed that the team consistently strives to help, and that effort really does make a difference.'
- 'Staff were very polite and the nurse I saw was very helpful.'
- 'Appointment with the nurse, was on time, not rushed and all issues were dealt with. The reception staff were attentive, and the practice is spotlessly clean and tidy.'
- 'The receptionist dealt with me as soon as I arrived and I was only seated in the waiting room for 2 minutes when the nurse practitioner called me into the surgery. She was very polite and very thorough, and I left feeling that I had been dealt with extremely well.'

Have a compliment for Netherley?

Leave it here: [primarycare24.org.uk/compliment-or-complaint](https://primarycare24.org.uk/compliment-or-complaint).

## Did you know?

In March, **70** appointments were missed by patients – a loss of at least **12** hours of clinical time.

If you cannot attend your appointment, please cancel it via the text reminder or by letting your practice know, so it can be booked by someone who needs it.

## Liverpool City Council Home Library Service

The Home Library Service is free for children and adults who live in Liverpool and find it difficult to visit the city's libraries in person due to disability, illness, age or lack of physical mobility.

You can borrow books in a variety of different formats such as hardback, paperback, large print and audiobooks on CD. You can borrow up to 25 items. They will deliver the items you choose to your home every four weeks and collect any you want to return at the same time. It is also free to reserve books, so you can request the latest blockbuster or a more obscure title, and they will try their best to source it for you.

If you live in the Liverpool city boundary and cannot access one of the physical libraries, you can contact them either by telephone: **0151 233 2796** (they have an answerphone so leave a message and they will call you back) or you can email them at: [mobileservices.library@liverpool.gov.uk](mailto:mobileservices.library@liverpool.gov.uk).

You can also join on a temporary basis whilst you recover from illness or surgery.

# Health Visitor Portal

Mersey Care NHS Foundation Trust has launched a new online health visitor portal to help families in Sefton and Liverpool.

- The Health Visitor Portal brings together trusted NHS information in one place:
- It supports families from pregnancy to age five with clear, practical guidance
- It improves early access to help, reduces confusion between services and supports prevention and early intervention
- Families can find local support including breastfeeding help, safe sleep advice, SEND support, early help and school readiness resources

It is mobile friendly, easy to navigate and widely accessible via QR code. You can find the portal here:

<https://www.merseycare.nhs.uk/hv-online-portal>

**NHS**  
Mersey Care  
NHS Foundation Trust

**NEW**

## Health Visitor Portal

Find trusted NHS guidance for pregnancy, birth and your baby's early development

[bit.ly/mcft-hv-portal](https://www.merseycare.nhs.uk/hv-online-portal)

## Are you waiting for surgery?

If you are waiting for surgery, there is a dedicated online portal that can support you before, during and after your surgery. The portal can help you prepare for your operation, reduce surgical stress, minimise complications and recover more quickly.

From improving nutrition and physical fitness before surgery, to understanding pain management and the importance of early mobility afterwards, the Surgery School aims to give you the knowledge and confidence to play an active role in your recovery.

You can find the surgery school website here:

[www.cheshireandmerseyside.nhs.uk/your-health/surgery-school/](http://www.cheshireandmerseyside.nhs.uk/your-health/surgery-school/)  
or if you have a smartphone you can scan the QR code with your camera.



# Do more with the NHS App!

- 🔗 Order repeat prescriptions
  - 📅 Book appointments
  - 👁️ View your records
- And much more...



## Your NHS app is being improved

Following feedback from GP practice staff, patients and their carers, NHS England have made changes to the NHS App, making it simpler and easier to use so people can find health information and get access to services quickly.

### A new home page

It will be quicker and easier to find key services like appointments, prescriptions, and test results from the home page.

### GP health record and consultation notes

Information that was in the 'GP Health Record,' such as test results, has been moved onto the home page within core health categories to make it easier to find. Consultation and events can now be found under 'Appointment notes and other updates' in the 'Appointments' section of the home page.

### Your profile

You will now be able to view and manage your personal details, app settings and health choices within the new profile area. From here you can also manage health services for others. Care plans can now be found under 'Personal details' in your 'Profile'.

### Help with the NHS App

The 'App help' button at the top of each screen takes you to support information. You can find more information on the NHS app and the changes that have been made here: [New look NHS App: What is changing - NHS England Digital](#) if viewing this online or by copying these details in to a web browser: [digital.nhs.uk/services/nhs-app](https://digital.nhs.uk/services/nhs-app)