

St George's Matters

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The Newsletter of the St George's Medical Centre Patient Participation Group

Summer 2015

WHO'S WHO The PPG Steering Group

Milly Wright (Chair)
Kate Gratwick
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Dave Peddie
Barbara Poole

Practice Liaison Jeanette Hudson

GP Liaison Dr Naylor Dr James

Business Manager Melissa Howard

THE PATIENT PARTICIPATION GROUP

Welcome to our Summer Newsletter.

There are many changes at the present time to the way the Practice runs on a day-to-day basis which enables OUR Doctors' Practice to become one of the most up-to date efficient patient friendly practices on the Wirral. Our thanks must go to not only the medical staff but also to Melissa Howard the Business Manager and the Team Leaders who make sure everything runs smoothly in Reception and admin and of course the staff themselves.

In this newsletter are details of some of these new facilities but the practice website is a helpful source of information which is regularly updated. And why not 'get involved' ? The PPG is always looking for new members and you will be made very welcome. Details of how you can contact us are on the back page.

PATIENT ACCESS

From 1st September 2015, there will be a new way to order your repeat prescriptions online. The new facility is called Patient Access. This will also allow you to book appointments online and update your contact details. The current online System, via the practice website, will continue to run until end of August 2015, so you will need to register for Patient Access before then.

If you do not order your repeat prescriptions online, you can still register for Patient Access to book appointments or change your details.

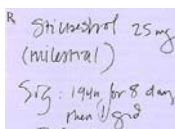
This is how you can register for Patient Access

Pop into the practice with some photographic ID and we can issue you with a password to use the facility. If it is difficult to come into the surgery, let us know and we can make alternative arrangements for you..

If you already use Patient Access, you can just log-in using your existing log-in details and choose the repeat prescription option.

The website address is <https://patient.emisaccess.co.uk>

If anything is not clear, or if you have questions please do not hesitate to contact the surgery on 0151 630 2080, be email (wiccg.stgeorgesppg@nhs.net) or by popping in.



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Special points of interest:

- * Welcome
- * Patient Access
- * Out of Area Registration
- * Patient Contact Details
- * Summer Vaccinations
- * Healthwatch
- * PPG Contact details



FACEBOOK IS COMING.....



OUT OF AREA REGISTRATIONS



New arrangements introduced from January 2015 give people greater choice when choosing a GP practice. Patients may approach any GP practice, even if they live outside the practice area to see if they will be accepted on to the patient list.

For more information visit our website or ask at reception for more details.

GOING ABROAD THIS YEAR?

If you require vaccinations for your 2015 holiday you can pick up a travel form from reception or download a form from our practice website. If you do require vaccinations relating to foreign travel you need to make an appointment with the practice nurse to discuss your travel arrangements. This will include which countries and areas within countries that you are visiting to determine what vaccinations are required. It is important to make this initial appointment as early as possible - at least 6 weeks before you travel - as a second appointment will be required with the practice nurse to actually receive the vaccinations. Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.



PATIENT CONTACT DETAILS

It is extremely important that we have up to date contact information, so if you have changed your email address, phone number or home address please let the practice know by either:-

- Sending an email to wiccg.stgeorgesppg@nhs.net
- Writing to the practice
- Using the new Patient Access system if you have registered for this service by logging onto <https://patient.emisaccess.co.uk>
- Collecting a change of details form at reception
- Faxing the practice on 0151 637 0370

When updating the practice please include your name, date of birth AND your old contact information with your new information. If the changes are also applicable to other members of your family/household please note down their details as well.

Please note that if you are changing your name the practice need to have proof of name change such as Marriage Certificate or Deed Poll.

What is Healthwatch?

Healthwatch is the new independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level making sure that the views of the public and people who use services are taken into account.

What Healthwatch do

Healthwatch will give people a powerful voice locally and nationally. At a local level, Healthwatch Wirral will work to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

There are leaflets in reception and they can be contacted at 220 Liscard Road, Wallasey or phone 0151 230 8957. They also hold 'One Stop Shop's in the area such as:

Moreton 11am - 4pm, Every Monday in Moreton Library, Pasture Road, Moreton, Wirral, CH46 8SA

Tesco's Bidston 10am - 12pm, every Friday in the Community Room (upstairs) Bidston Village Road, CH43 7AA

**Interested in becoming part of the Patients' Participation Group?
Email us at the address below with your contact details and we'll be in touch.**

PPG Email Address: WICCG.stgeorgesppg@nhs.net