

NUTGROVE VILLA SURGERY

NEWS LETTER

August 2024
Quarter 3

GP UPDATE

Just an update for our patients, Dr Raj will be off for the foreseeable future but we have Dr Rai and Dr Chauhan who will be providing cover until his return.

Would you like to book appointments online, request prescriptions and view your medical records? Download the NHS app now.



A new way to ask questions or send queries to your GP or the admin team without having to call the surgery.



Pharmacy First



Summers coming! Remember as the weather gets warmer to use SPF and stay hydrated!

The new Pharmacy First service, launched 31 January 2024, adds to the existing consultation service and enables community pharmacies to complete episodes of care for 7 common conditions following defined clinical pathways. See below the ways your local pharmacy can help you without having to be referred by your GP.

Clinical pathway	Age range
Acute otitis media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

At Nutgrove, our staff deal with a wide range of problems and we are always happy to help. However we are part of a broader health team in the community and have many other services and options that may be suited to patients needs. See below some examples.

<p>Self-care</p> <ul style="list-style-type: none"> Grazed knees Sore throat Coughs & colds <p>Visit nhs.uk for self-care advice</p>	<p>Pharmacy</p> <ul style="list-style-type: none"> Headaches Upset stomach Aches & pains Bites & stings 	<p>111</p> <p>Visit 111.nhs.uk or call 111 for advice and support</p> <p>24 hours a day 7 days a week</p>	<p>GP</p> <p>Call your GP for symptoms that won't go away</p>	<p>Minor Injury Unit</p> <p>Urgent but not life-threatening</p> <ul style="list-style-type: none"> sprains fractures burns 	<p>999</p> <p>A&E</p> <ul style="list-style-type: none"> Unconscious Breathing difficulties Stroke Heart attack Heavy bleeding Severe burns
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#ChooseWell

New Staff

We are excited to announce that in October we will have our new advanced nurse practitioner (ANP) join us. In the meantime we have a locum ANP providing clinics in addition to our GP's.

As of July 2024 we have updated our email response and phone message to help direct our patients to the right service they require

KNOWSLEY EXTENDED ACCESS

Did you know you can get a GP appointment in the evening and at the weekend?

Patients in Knowsley are now able to benefit from extra GP appointments in the evening and at the weekend. These appointments are available with a wide variety of clinicians such as GP's, paramedics, advanced nurse practitioners and practice nurses.

The appointments are available in locations across the borough and we will aim to book you in at the most convenient time and location for you.

To book an Extended Access appointment, ring your practice on the usual number, quote 'Extended Access' and a receptionist will assist you.

Contact your practice to find out more.

Your NHS, here for you



HOUSES OF PARLIAMENT

We would like to thank all of our patients for any feedback they have given the surgery to help us improve our service. Recently a patient of ours took the time to write to his local MP and as a result Nutgrove has been acknowledged by the house of commons for our ongoing work within the surgery.