**Hough Green Health PArk WINTER Newsletter**

**December 2023 01515115805 gp.n81119@nhs.net March 2024**

**Booking an Appointment:**

**Telephone lines open at 8.00 am. You can make an appointment with the Doctor or Nurse by phoning the Surgery on 0151 511 5805, we also have pre-bookable appointments up to 2 weeks in advance for a GP or 4 weeks in advance for a Nurse and HCA. You will be care navigated by one of reception team when you make your appointment they will ask for a brief description for your call so they can navigate your appointment to the correct clinician.**

**Patient on-line access** -You can also book appointments order repeat prescriptions and view your medical records online by Downloading the NHS App.

Download the nhs app at [www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app) to get started.

**Extended Access**

Pre-bookable and same day appointments available for you, with a prescribing practitioner based at Highfield Hospital

Mon-Fri 6.30pm–9.00pm and Sat 9.00am–3.30pm. As well as GP appointments we also offer smear and phlebotomy appointments during these times.

Ask our Reception Team for an Extended Access appointment

**Updated Telephone system**

**We now offer a ‘Call-Back’ service following an upgrade to our telephone systems. From 14th December 2023 you will hear a message which will tell you how to request a call back if our lines are busy. However, you will still have the option to remain on the line if you need an urgent appointment.  Please note however, that if you ask for a call back, you will need to be available to answer your telephone as we are unable to make multiple calls. If you miss the call, you will need to call the surgery back.**

**We would advise if you need an urgent appointment on the day you stay on hold and do not request a call back.**

***FLU Vaccination – Appointments still available book with our reception team today!***

***ARE YOU ELIGIBLE?***

***If you are aged over 65, pregnant, aged 2 and 3, aged 18 – 64 in an at risk group (check with reception team) or aged 50-64 with no health conditions then you are eligible to have your free flu vaccination at the practice. Call us on 01515115805 for our next clinic dates***

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COVID Autumn Booster

We will not be doing the covid vaccine at the practice this year.

To book your appointment please follow the link below to book online or call 119

[Book or manage a coronavirus (COVID-19) vaccination - NHS (www.nhs.uk)](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/)

**COST of Living Support - do you need support or advice during the current cost of living crisis ? if so follow this link**[**https://www3.halton.gov.uk/Pages/health/costofliving.aspx**](https://www3.halton.gov.uk/Pages/health/costofliving.aspx)**for further details provided by Halton.go.uk**

**PPG – Patient Participation Group**

*Would you like to be part of Hough Green Health Park’s PPG?*

*We are a group of patients and staff who meet around 4 times a year and we come together to discuss the following:*

* *Promoting a patient led culture*
* *Promote a better healthcare and health education*
* *Identify opportunities to improve patient experience*

*If you would like further information or would like to join please contact Practice Manager Angela Clague.*

*Please contact the practice for next PPG meeting date.*

**Self-Referral Services**

**We Connect –** Are you facing difficulties right now ? We connect can help with financial pressures, loneliness and stress – contact them on 01928 589 799 or speak to GP practice for further details.

**CBT Counselling** –This non urgent service is aimed at adults 18+ who are experiencing common mental health problems such as anxiety and depression. Further advice and support call 0151 292 6954.

This service is not for people who feel they are in a crisis please contact **CRISIS Team** on 08001456570 available 24hrs a day for all ages.

**Care at the Chemist –** Allows you to obtain advice or medicines for certain illnesses from your local pharmacy without having to go to your Doctor first.

For further details on Hough Green Health Park please visit our website: [www.houghgreenhealth.co.uk](http://www.houghgreenhealth.co.uk)

**Our Team Updates**

Our team has grown over the past few years meaning we can offer our patients a range of different appointments with a large skill set of different clinicians. As well as our 2 GPs we have a Prescribing Nurse, 2 Practice Nurses, HCA, Clinical Pharmacist, Physician Associate, Mental Health Nurse, Health Improvement Team, Social Prescribing and Care Co-ordinators.

When our reception staff ask for a brief description of your systems when you call this is to enable them to care navigate you to the most appropriate clinician or staff member.

We hope to keep growing our team over the coming year offering our patients the best choice of care and vast array of local services.

***Upcoming Practice Closure for Protected Learning Time 2024:***

**On the following days we will be closed from 1pm and will re-open at 8am the following day**

**Thursday 22nd February**

**Wednesday 20th March**

**If during this time you need urgent medical advice or assistance please call 111, calls to NHS 111 are free from both landlines and mobiles or www.111.nhs.uk**

**Hough Green Pharmacy**

**Please note Lloyds Pharmacy situated in our building has been taken over by an independent firm and are now trading as Hough Green Pharmacy.  Although there was a little disruption when their systems initially changed over this has now been rectified.  If you were signed up with Lloyds Pharmacy you will automatically be signed up with Hough Green Pharmacy.  Check their facebook page for further details.**