

NHS Direct is now closed

NHS Direct was decommissioned as of 31st March 2014 and has been replaced by NHS 111

NHS 111 is a new service that has been introduced to make it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it is not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

APPOINTMENT AVAILABILITY

One of the improvements you will have noticed in the results of the 2014 Patient Survey is in the number of patients reporting that they get to see the Doctor within 2 days. You can help improve these figures still further by ensuring you let the surgery know when you are unable to attend an appointment. The sooner you do this the sooner that appointment slot can be allocated to another patient. This in turn should help enable more patients to be seen within 2 days.

As you may be aware, those patients who have given the surgery a mobile telephone number will receive appointment reminders via text and can let the surgery know, also by text, when they want to cancel their appointment. This can free up appointments quickly and has helped reduce the number of DNA's (appointments missed and the surgery are not advised by the patient they will not be attending)

Never-the-less in April 2014 the surgery still had 92 DNA's and a further 101 in May 2014. We can help both the surgery and fellow patients and reduce these figures further by ensuring we contact the surgery and let them know if we cannot attend our appointments.



Welcome to the second edition of our PPG newsletter. In this issue we have tried to include some topical information that we hope you find useful.

For example were you aware that NHS Direct is now closed? Have you considered the impact on other patients when you don't let the surgery know you can't make your appointment?

GOING ON HOLIDAY?

If you're planning to travel outside the UK, you may need to be vaccinated against some of the serious diseases found in other parts of the world.

Vaccinations are available to protect you against many travel-related infections, such as [yellow fever](#), [typhoid](#) and [hepatitis A](#).

In the UK, the [childhood vaccination programme](#) protects you against a number of diseases such as [tetanus](#), but it does not cover most of the infectious diseases that are found overseas.

Travel vaccinations

You can find out which vaccinations are necessary or recommended for the areas you will be visiting on these two websites:

- NHS [Fit for Travel](#)
- [National Travel Health Network and Centre \(NaTHNaC\)](#)

Phone or visit the practice nurse to find out whether your existing UK jabs are up-to-date. The practice nurse can give you a booster of your UK jabs if you need one and she may be able to give you the travel jabs you need, either free on the NHS or for a charge.



LOOKING LOCAL

Finding health advice just got easier with the launch of a new digital TV service and smartphone app – Looking Local. Both are free and provide south Sefton residents with a wealth of information – from how to live a healthy lifestyle, to locating their nearest pharmacy, GP or dentist.

By simply searching our new digital TV service or using our smartphone app people can find up to date details about a wide range of local health services and support – such as free courses to stop smoking, manage weight, or reduce stress and anxiety through talking therapies – as well as getting help and advice about living with conditions like cancer, kidney disease and breathing illnesses

NHS South Sefton CCG's Looking Local channel can be found on Sky and Virgin media TV, internet and mobile web, Wii games consoles and as an app for smartphones or tablets.

- Sky – Go to the Community Channel (539) and press the RED button. Then search for your area or choose: Northern England, North West, Merseyside then NHS South Sefton CCG
- Virgin media – Press the HOME button on your remote control, choose INTERACTIVE, select "Local & Directory Enquiries", select "Looking Local", or Go to the Community Channel (233) and press the RED button. Then search for your area or choose: Northern England, North West, Merseyside then NHS South Sefton CCG
- Online / Wii / mobile web – www.lookinglocal.gov.uk/southseftonccg
- To download the app go to either Google Play or the iTunes App Store – then search for NHS SSCCG

ABOUT YOUR CCG

NHS South Sefton Clinical Commissioning Group (SSCCG) is made up of local doctors, nurses, practice staff and members of the public, who are well placed to know the health needs and views of people living in the area.

SSCCG brings together 33 doctor's surgeries stretching from Hightown in the north, Bootle in the south and Melling and Lydiate to the east.

It is playing an increasing role in deciding what services its 155,500 patients need to improve their health and wellbeing. In April 2013, SSCCG became fully responsible for planning and buying or 'commissioning' many local health services, as part of the changes to the NHS.

To do this, SSCCG will work with a wide range of partners, including local people, Sefton Council, hospitals and community and voluntary organisations to make sure that health and health services in south Sefton continue to improve in the future.

For more information go to

www.southseftonccg.org.uk

PATIENT PARTICIPATION!

Are you interested in finding out more about your GP Practice and would you like to contribute your ideas on the development of our services?



Our PPG consists of members of the Practice staff and a number of patients interested in how services are provided by the Practice and how they might be improved.

We meet about every three months or you can participate on-line if meetings aren't your thing and we will be pleased to get your views via e-mail.

We have our own pages on the Practice website and publish meeting minutes along with details of any plans/changes that we are considering.

www.misrabirdpractice.nhs.net



If you are interested in joining or would like more details please ask at reception who can let you have an application form and/or arrange to send you further information.