

# Phoenix Medical Centre



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## Introducing the new team

Phoenix medical center is currently going through big changes. As many of you know our longstanding Partner Dr Wotherspoon is retiring. He is still undertaking some clinical shift supporting the transition of the practice. Dr Young remains committed to driving changes within the practice and in recent times has welcomed a new practice Manager Jo-ann Clutton. Jo-ann has experience of running a busy practice as well as a back ground in PALS. With her she has brought Helen. Helen has worked for CQC the health inspection agency and has an eye for change management.

We welcome a host of new faces into our admin and reception team who are all keen to

improve the service that are offered at our front desk. We will be introducing them over the next few newsletters. All are very approachable and happy to assist with your enquiries.

On a clinical level our very experienced ANP Amanda Edwards who has supported the practice in difficult times has increased her hours. Working with us four days a week. She is joined by Dr Hany Mohsin who will be with us a permanent locum 2 days a week and Dominic Gath, an ANP who has come from a surgery in Liverpool with significant experience in Emergency medicine.

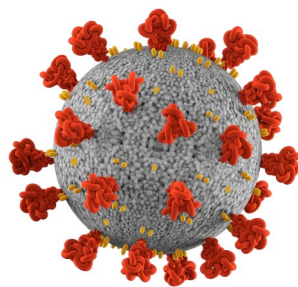
Complimenting our clinical team we can also offer appointments with our clinical pharmacist Amit, our mental health practitioner Deatra and our Physio

practitioner.

The expansion of the clinical team will enable us to provide patients with a broader knowledge base and ensure that patient care is continually improving.

We are hoping to complete the team in the near future with the addition of a practice nurse to support Nancy our hard working APS in her work with chronic disease management

Our reception staff will try and book you in with the clinician



Its that time of the year again when everyone is struck down with cough, colds and runny noses. We've all got Flu! But what is Flu?

Flu is a viral infection that is air born. It is very easily transmitted person to person and can make people feel very unwell.

## Influenza (Flu)

The main symptoms of Flu include

- Muscle aches
- Fevers
- Colds
- Loss of appetite
- Headaches

For the majority of people Flu can be managed at home. Un-

fortunately as a virus it won't respond to antibiotics. We therefore recommend ensuring that you are well hydrated by drinking plenty of fluids and using over the counter pain relief such as paracetamol.

Obviously those eligible (over 65's, those immunocompromised or 2 and 3 years olds) should be vaccinated against the Flu. Please speak with reception staff if you would like it



## Mental Health practitioner

Hello, my name is Deitra Bailey. I am a Senior Mental Health Nurse working for Mersey Care NHS Foundation Trust. I will be working at your Practice one day a week, offering both face to face and telephone consultations (within Surgery and from home).

My role is to support primary care networks with management of routine primary mental health care by seeing patients who frequently attend their GP practice. I try and bridge gaps between primary and secondary services by improve patient journeys through system. I provide a links in to/referrals to secondary care, community services such as social prescribing, drug services, social services etc.,

I am not a crisis service, any urgent/crisis

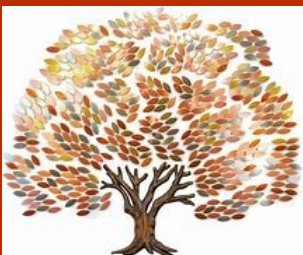
presentations go through urgent care pathway (CRHT referral, crisis line telephone number, AED).

I offer a combination of F2f appointments, telephone triage/appointments and time answering queries which arise within PCN. I can see anyone Age 18+ who require short-term support (max. 3 consecutive appointments) and/or possible referral in to other services for assessment/ interventions or divert back to GP.

I cannot see people with complex/ multiple problems or patients with no clear diagnosis/not accessing services/frequently attending GPs with possible underlying MH difficulties or long term mental health conditions.

## Memory Tree

During December the surgery had a memory tree to remember our friends and family that are no longer with us. Christmas tags were added to the tree to remember them. All money received was donated to a local charity



## Requesting medications

We are seeing a rising number of people asking for repeat prescription over the phone. We regret that prescription requests cannot be dealt with over the phone . There are several ways however to request prescriptions:

1. Via our website– [phoenixmedicalcentre.co.uk](http://phoenixmedicalcentre.co.uk)
2. Ask your nominated chemist to request via E-mail
3. Attend surgery to fill out a prescription request form and put in prescription box

During Bank holidays prescriptions may take longer

## Housebound patient

The practice aims to visit as many of its housebound patients as possible. We recognize that housebound patients are often quite vulnerable and as such we endeavour to provide quality health care to you. There are occasions when we are unable to attend. In these circumstances a visiting service will be provided by GP rota to ensure all acutely un-

well patients are seen and treated as quickly and appropriately as possible.

There is an increasing number of requests for home visits.

In order to be able to see the sickest and most vulnerable of patients we would request that only those truly housebound request a home visit. Unfortunately those requesting home visits that are not housebound will be declined and alterna-



### What is Strep A ?

Streptococcal is a group of bacteria that can cause infection. Common symptoms of strep A include:

- Flu like symptoms
- Sore throat
- Rash ( often feels like sandpaper)
- pain and swelling
- severe muscle aches

## Strep A

- nausea and vomiting

Most strep A infections are not serious and can be treated with antibiotics. Occasionally the infection can cause serious problems. This is called invasive group A strep (iGAS).

If you are concerned please call for further advice and assessment



## Appointments

The structures of appointments in the practice has changed and we are now offering both face to face and telephone consults.

There are certain conditions that have been agreed with the clinicians that we will offer face to face straight away but in the main most people will be offered a telephone consult. The clinician



will decide if they feel they need to see you. Appointments for both face to face and telephone consults are offered both morning and afternoon. We have a small capacity to offer some extended hours appointments in the evening and weekend but this may mean attending a different location. As part of extended access there are also a small number of appointment available on a weekend

## Vaccinations

We are still undertaking vaccinations for both COVID and flu within the surgery.

Those eligible for the Flu vaccine are those aged over 65 or those with a long term chronic condition or carers of those who are immunocompromised

Children ages 2 and 3 are eligible for vaccina-

tion also— this is done intra nasally.

Those housebound or in nursing homes can request to have a home visit for administration of these vaccines.



COVID boosters are available to those eligible. Please enquire with the receptionist if you need further infor-

# Dr Young - Senior Partner

Dr Young has been established in St. Helens for twenty-six years, he started at Lingholme Health Centre and after a brief journey down the road has returned to his roots. Aside from practicing medicine, he is a keen follower of Wigan Athletic FC, collecting soul records and playing the piano. At present he is working towards his grade five, he is no Mozart but more Les Dawson! He also has interests in cycling and local history, including railway - written by Lucy Young



# Jo-Ann Clutton—Practice manager

Jo-Ann has worked in the public and health sectors for over thirty years. She values the NHS and believes primary care services are a vital part of the organisation. Jo-Ann is patient focused and is enthusiastic about improving patient health outcomes through patients' involvement.



Jo-Ann is a true dog



lover and has three sprocker spaniels. In her spare time she enjoys dog grooming and visits to the theatre.