

PATIENT NEWSLETTER

Phoenix Medical Newsletter

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THINK MEASLES

Measles is circulating, it's very infectious and can make you very ill if you catch it.

You can catch measles at any age. If you are unvaccinated and get measles you can easily spread the illness to anyone unvaccinated. The MMR vaccine is safe and effective. You need 2 doses of MMR at least one month apart to be fully protected against measles, mumps and rubella. It's time to make measles a disease of the past.

It's never too late to be vaccinated. Measles symptoms include:

- high fever
- sore, red, watery eyes
- coughing
- aching and feeling generally unwell



A blotchy red brown rash, which usually appears after the initial symptoms. If you or your child have symptoms of measles, contact NHS111 or speak to your GP Practice. For more information speak to your GP surgery or visit the NHS website.

CHAPERONE POLICY

The practice is committed to provide a safe a comfortable environment for all patients.

All patients are entitled to have a chaperone present during any consultation, examination, or procedure.

Clinicians may advise patients that a chaperone is necessary during any intimate examination; this is to safeguard both the clinicians and you, the patient.

Staff members have received appropriate training to act as chaperones.

Family and friends are not permitted to act as chaperones as they do not have the knowledge required OR have the necessary training.



EXTENDED ACESS TO SURGERY APPOINTMENTS

Additional access to primary care services on weekday evenings and a Saturday, are now available. There are a range of clinicians and services on offer providing both face to face and phone appointments.

WHERE AND WHEN?

Appointments are available at Lowehouse HCRC St Helens Merseyside WA10 2DJ. You will be advised of the location at the time of booking. Any patient registered at our practice can be booked into an appointment subject to availability.

PHARMACIST

- Monday, Friday, 6pm to 8pm, phone remote
- Saturday, 9am to 5pm or 1pm to 5pm, phone remote

ANP– ADVANCED NURSE PRACTITIONER

- Monday, 5:30pm to 8:30pm, face to face, Ormskirk House Lowehouse HCRC
- Tuesday, 5pm to 8:30pm, face to face, Ormskirk House Lowehouse HCRC
- Wednesday, 5pm to 8:30pm, phone remote
- Thursday, 5pm to 8:30pm, face to face, Ormskirk House Lowehouse HCRC
- Friday, 5:30pm to 8:30pm, face to face, Ormskirk House Lowehouse HCRC
- Saturday, 9am to 5pm, face to face, Parkfield Surgery Lowehouse HCRC

GP – GENERAL PRACTITIONER

- Saturday, 9am to midday, face to face, Parkfield Surgery Lowehouse HCRC

HOW DO I BOOK?

Please call the practice and ask for an evening or weekend appointment. The member of staff will try to book you in at a time/day that suits you.

Please note appointments are subject to availability.

How to book a GP appointment

Did you know we offer several different convenient ways for you to book an appointment with your GP:

1. PATIENT ACCESS

Avoid phone queues by booking online through **Patient Access**.

- Book appointments up **to two weeks in advance** and **on the day** appointments.
- Visit our website to log in or register.

2. NHS APP

Download the **NHS App** to manage your healthcare anytime.

- Book both **routine** and **urgent same-day appointments**.
- Appointments are available **two weeks in advance** and released **each morning for emergency slots**.
- You can also request prescriptions and view your health records.

3. BY PHONE

Call us on 01744 621120

- Our reception team is available **8:00am - 6:30pm, Monday to Friday**.
- For urgent same-day appointments, please call **as early as possible**.

4. IN PERSON

Visit the reception desk during opening hours to book an appointment.

5. PATCHS – ONLINE CONSULTATIONS

You can now contact the practice quickly and easily using **PATCHS**, our online consultation service.

With PATCHS, you can:

- Request GP appointments.
- Ask for medical advice.
- Request repeat prescriptions.
- Submit admin or general queries.

PATCHS is simple, secure, and convenient.

How to use PATCHS:

- Visit our website and click the **‘Contact Us Online’** box.
- Log in or create an account.
- Submit your request - it only takes a few minutes.
- A team member will review your request and respond within **one working day**.
- Available **Monday to Friday, 8:00am - 6:30pm**.



NATIONAL FLU CAMPAIGN

The National Flu Campaign begins on **October 1st 2025**. Patients will be able to book vaccination appointments from the **5th August 2025**.

Within the **next few weeks** patients will receive texted invites with links to book appointments, or alternatively patients can call the practice to book appointments from the **6th August**.

JOIN OUR PATIENT PARTICIPATION GROUP (PPG)

WHAT IS THE PPG?

The Patient Participation Group is a team of patients who work with the practice to share ideas, give feedback, and help shape how we deliver care.

WHY JOIN?

- Influence decisions that affect patient services.
- Help us improve appointment systems and waiting times.
- Support health awareness events and community activities.
- Meet other patients and practice staff.

NEXT PPG MEETING:

📅 Date: 5th September 2025

🕒 Time: 11.30 am

📍 Location: Phoenix Medical Centre

Interested?

To join or find out more, please contact us at:

☎ 01744 621120

✉ Email: cmicb-sth.phoenixmc@nhs.net

