|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | Edition 1 2023 | | | | | | | |  | |
|  | | | | | | | | | | | |
|  | St Laurences Medical Centre | | | | | | | | | |  |
|  | | | | | | | | | | | |
|  | | | | | | Contact.stlaurences@knowsley.nhs.uk | | | | | |
|  | | | | | | | | | | | |
|  | | | | | | | | | | | |
| Hello  Welcome to our first edition of our quarterly newsletter at St Laurences Medical Centre!  We would like to use this to keep you up to date with any practice changes and important information. If you have any feedback or ideas of how to improve this or what should be included, please let us know using the email above.  Our flu vaccination clinics are underway and if you are eligible for you flu vaccination, please contact the reception team today to book your appointment. The flu vaccine is vital to keeping you protected this winter against flu. Please ask the reception team for more details.  Thank you  Heather Johnson  Practice Manager | | |  |  | Appointments  We have been actively improving our access model for our patients to provide you with as many appointments to clinicians as possible.  This has involved changing the way that you book your appointments.  When you call the reception team to book your appointment you will be asked for a reason for your call. By providing this information this will help us to ensure you are seen by the most appropriate clinician for you. | |  | | The type of appointments we can offer you has changed too. These appointments include:  Same day acute GP appointment  Routine pre-bookable GP appointment  Practice Nurse  Healthcare assistant  Mental health practitioner  Clinical Pharmacist  Midwife  Physiotherapist  Community pharmacist  Social prescribing  Macmillan Navigator  Perinatal worker  Digital inclusion  If you would like any further information about these, please ask a member of the reception team who will assist you | | |
|  | |  |  |  | | |
| January Appointments Stats  In January 2023 there were:  1329 appointments provided  312 appointments were cancelled by the patient  212 appointments patients did not attend. This amounts to 2120 hours of clinical time wasted  Please contact the practice as soon as practicable if you need to cancel your appointment | |  |  | Zero tolerance  There has been an increase in the abusive incidents towards the staff in recent months. We operate a zero-tolerance policy in any form of abuse towards our staff. | | |