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| Tarbock Medical Centre  Spring Newsletter 2024 |

Telephone Call Statistics

As a practice we received 2055 calls in February 2024.

Call Back Please remember we now have our new call call back system in place! If you call the practice and you find yourself in a queue you can use our call back system listen to the message and follow instruction on the answering machine and if you request this you will receive a call back from the surgery.

Missed Appointments

January 2024 **35** Wasted Appointments

February 2024 **35** Wasted Appointments

March 2024 **20** Wasted Appointments

Please contact the surgery if you wish to cancel, we are doing our best to provide as many appointments as we can.

Thank You!



Who is Who?

Clinical Staff

Dr Rashid

Dr Benoy

Advanced Nurse Practitioner Julie

Practice Nurse- Rachel

Practice Nurse- Melissa

Clinical Pharmacist-Joe

Administration Staff

Practice Manager- Elaine

Office Manager – Cheryl

Secretary - Wendy

Administrators

Jo, Jenny, Carol, Sandra. Lindsey, Fiona.

Spotlight on Health Vaccines Save Lives

You may be entitled to have your MMR VACCINE if you haven’t already received this!

Contact your surgery about the MMR Vaccine

* If you have not been contacted to get your child’s MMR.
* Your child has missed their vaccine or one of the doses.
* Even as an adult you may be entitled to this.

Seasonal Reminder

Covid Spring Vaccination

Department of Health advises that a COVID-19 vaccine should be offered to:

* adults aged 75 years and over.
* residents in a care home for older adults
* individuals aged 6 months and over who are immunosuppressed)

If you qualify, please make an appointment or call 119 for support with this.

Surgery Information

Please note that the surgery will be closed on the following Bank Holidays. Monday 6th May 2024 and on Monday 27th May 2024.

We now have a new website, please remember if you wish to order medication this way you need to have all the information about each medication items or your order will not be processed. Thank You!

Local Pharmacy Information

Davey’s Manor Farm

Open from 8.30am-6.15 pm

Closed Saturday and Sunday and Bank Holiday Mondays

Allied Pharmacy

Open from 8.30am-18.30pm Monday- Friday

Open Form 9.00am-17.30pm on Saturday and Closed Sunday and Closed Bank Holiday Mondays.

Spotlight on Local Services

Healthy Knowsley Let’s Get Healthy!

If you are ready to change our lifestyle you can get help and support with this from Healthy Knowsley.

* Quitting smoking
* Healthy Eating
* Weight Management
* Exercise
* Alcohol Support and Advice

**For more information, please call them on 0800 0731 202.**

**Email mcn-tr.healthyknowsley@nhs.net.**

Patients Choice Highlighting Health Issue

Detecting Prostate Cancer Early

Did you know that you can check for this with a simple blood test called a PSA.

If this is above normal, then a biopsy can be taken to identify early changes.

Early detection can lead to a successful treatment outcome.

Please ask at the Surgery

Local Community Support

The Old School House

There are a number of community projects and support available. You can look further by dropping in or visiting the websites below. It is open Monday – Friday 8.00am -5,30pm and is closed Saturday, Sunday and Bank Holidays.

[The Old Schoolhouse Community Project (oscp.co.uk)](https://www.oscp.co.uk/)

[Huyton u3a: Home (u3asites.org.uk)](https://u3asites.org.uk/huyton/home)

Interpretations Services

If you need support with an interpreter during a consultation, as a surgery, we can arrange this for you. DN Language Services offer this. They can offer support on the telephone, transcripts of information to a specific language including sign language. For more information you can visit the website <http://www.dalangauges.co.uk> or ask at the surgery reception.

New Staff Member

We would like to welcome a new member of staff to the surgery Joe O’Rourke our practice pharmacy. Joe can manage prescription requests, complete medication reviews and respond to medication queries. He will also offer support with prescribing and consulting with patients.

We are very happy the Joe has joined the team at Tarbock and looking forward to working with him.

Social Prescribers

We have two social prescribers Linzi and Steph who can help support patients with a wide range of issues. They can offer advice or seek support for patients with finances, benefits, community clubs, housing these are just a few examples.

If you would like a referral to the service, you can ask at the surgery reception.