

# Upton Group Practice

## Newsletter Autumn 2023



### New Pharmacy contractor

We are delighted to welcome the new Upton Pharmacy – part of the Imaan Healthcare Group - to work alongside the practice from 1 September as Rowlands have now closed their branch here. We will be working very closely with them as they support us to provide services to our patients.

### Flu appointments 2023

This year we are offering free flu vaccination to all patients over the age of 65 and also to those under the age of 65 who are in the following “at risk” groups:-

- \*Chronic respiratory disease – including asthma
- \*Diabetes
- \*Kidney illnesses
- \*Chronic liver disease
- \*Chronic Neurological disease
- \*Care workers



- \*Heart disease
- \*Weakened immune system
- \*Main carer for an elderly or disabled person
- \*Pregnant ladies
- \*Obese patients (BMI of 40 or over)

**We are holding large clinics in the practice on Sundays.**

**We are taking bookings now for the clinics on Sunday 1 October and have appointments available from 10am to 1.15pm.**

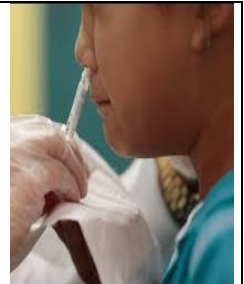
**Please contact us on 0151 677 0486 to book your flu appointment.**

More information is available at <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

### Child Flu vaccination

We are also vaccinating children aged 2 and 3 at 31 August 2023 and all parents of eligible children will receive an invite letter in the next month or so to make an appointment. All other children will be vaccinated via school flu vaccination programmes.

More information is available at <https://www.nhs.uk/conditions/vaccinations/child-flu-vaccine/>



### Covid-19 Autumn Booster vaccines

**We are running the Covid autumn booster campaign separately from our Flu campaign this autumn.** Patients aged 65 and over will be eligible for an Autumn booster, as will those under the age of 65 who are in the at risk groups (as detailed above for flu.) We will be working with our Partner practices in Healthier West Wirral Primary Care Network to offer the Covid booster vaccinations at Greasby Library Children’s Centre from 18 September 2023.

We will be using the Accubook text booking system that we have used previously for offering Covid vaccination and our booking team will be in contact by telephone with those who are not able to book online.

**Please do not ring the practice to enquire about Covid vaccination** you will be contacted by text to go online and book or we will ring you, or write to you if we cannot make contact by telephone.

You can also book via the National Booking service.

<https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/>



## The Practice Telephone System

In October 2021 we upgraded our telephone system and increased our incoming lines from 4 to 6 to help improve access. Our new system also has the queue number facility so that as calls come in and queue to be answered by our staff patients are advised what position they are in the queue. We also gained the facility to direct calls electronically rather than all needing to be answered by a Receptionist and directed manually – thus freeing up more Reception staff time to actually take calls. So now when you get through to the practice you will be asked to listen to the message below and chose the option you require:-



*Welcome to Upton Group Practice.*

*All calls may be recorded for training and quality purposes.*

*Please make sure you listen to the whole of the following message so you are connected to the right department.*

*If press you chose an incorrect option you will be asked to hang up and phone back.*

*Please note that we do not take prescription requests over the phone.*

*To make a GP appointment please make use of our online appointment system 'Patches' You can reach this service by going to our Practice website [www.uptongrouppractice.co.uk](http://www.uptongrouppractice.co.uk)*

*For prescriptions please press 1*

*For Insurance claim enquiries please press 2*

*For referrals and data enquires please press 3*

*For results, please press 4*

*To book appointments and for general enquiries please press 5*

Please note that the Results department is not open in the mornings, as at that point in the day the results that have come in from the Hospitals are being processed by our clinicians and the “response to patient” advice is being noted in patient records. Our Results line is open from 2pm to 5.30pm each weekday. So please be aware that if you select this option during the morning you will get a message to this effect and be asked to call after 2pm.

We have recently added a reporting function to our telephone system and have some interesting data to share on our calls as below:-

- We receive an average of 1566 incoming calls a week and in a week with a Bank holiday Monday in we receive only slightly fewer calls in a four day period at 1462 calls.
- On average we receive a call a minute in the half an hour from 8am to 8.30am and on Mondays this is more.
- A lot of calls are made each day in the half hour before we open from 7.30 to 8am – 131 in one week – all of which are lost – compared to 133 in the half hour from 8am to 8.30am when the practice is open. Please make sure you ring us from 8am onwards.

Within the next month we will be adding a call-minder facility to our telephone system. This will mean that if for example you are caller number 5 in the queue to be answered you will be offered the option to retain your place in the queue and hang up. As your stored call moves up the queue to the top position the system will automatically contact you back and connect you to our next available Receptionist. We hope that this will be a useful service, particularly at our busiest times.



**Our Practice website is [www.uptongrouppractice.co.uk](http://www.uptongrouppractice.co.uk)**