

**THE ELMS MEDICAL PRACTICE**  
16 Derby Street, Ormskirk, L39 2BY Tel: 01695 588710

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## February 2022

### **Veteran Friendly Practice Accreditation**

The Elms Practice are now accredited as an armed forces veteran friendly Practice, this means that we have a dedicated clinician, who has specialist knowledge of military and veteran related health conditions. This is important to ensure that ex-forces get the best care and treatment.

### **Announcements**

**Pod:** From the 1<sup>st</sup> of April the POD will no longer be in service, the prescription ordering will come back to practice, we will have a dedicated phone line for prescription ordering, you can continue to use the online services to request your medication. If you would like to sign up for online prescriptions, please contact Reception.

**New Staff:** The Elm's are excited to welcome our new member of staff this month, we have a new Receptionist/Prescription Clerk.

### **Did you know?**

**The Elms Medical Practice website:** can be found at:  
[www.theelmspracticee.nhs.uk](http://www.theelmspracticee.nhs.uk)

**We are also on Facebook:** [The Elms Medical Practice | Facebook](#)

### **Contact Us:**

Tel: 01695 588710

Email: [theelmspractice@nhs.net](mailto:theelmspractice@nhs.net)

Every month we have many patients who fail to attend pre-booked appointments with our Clinicians. If you make an appointment and no longer need it, please contact reception on 01695 588710 to cancel it so that it can be used by other patients

**MISSED APPOINTMENTS in January 2022**  
**30 missed appointments**

## Friends and Family Test (FFT)



**We are all working hard and below are some of the comments from our patients:**

- Always available and excellent guidance.
- Very friendly nurse and receptionist
- Always very good at the practice nice and friendly
- Never seen the doctor, you have to get up early so you can book to arrange a phone consultation (08.00). You have to wait weeks to see or talk to somebody



### Feedback

You may wish to leave feedback with us when visiting the Practice using the Friends and Family Test feedback cards, in person, or online via the NHS Choices website.

We always welcome any constructive feedback with regard to our services and your experiences. It helps us to review our practices, policies and shape our services of the future.

### Ear Syringe

Ear Syringing was previously an enhanced service, at this time we are concentrating on our core contract before we are able to re-start any 'extra' services, we are able to refer patients into other providers for this service.

### Primary Care Network

Ormskirk PCN are working to employ further ARRS Roles (Additional Roles), we will have a new clinical pharmacist starting in March and we are currently advertising for a 3rd Paramedic.

In spring 2022 we will look into interviewing a Mental Health Practitioner centrally.

### Patient Participation Group PPG

Would you like to take part in our PPG meetings?

These meetings are held to improve our GP Practice services, we meet every 3 months. If you would like to be involved please get in touch.