

CONCEPT HOUSE SURGERY & SEFTON ROAD SURGERY

Summer Newsletter 2026

Welcome

Welcome to our latest Practice Newsletter.

We would like to update you on some exciting developments at the practice, share our National GP Patient Survey results, and provide useful information about accessing our services.

Our aim is to continue providing safe, high-quality care while improving access, continuity and the overall patient experience.



Expanding Our GP Team

We are pleased to announce that Dr Lydia Noble will be joining us in September for 4 sessions (2 days). We are also recruiting for another Salaried GP for a further 4 sessions.

Increasing our GP workforce will help us to:

- Increase appointment availability
- Improve continuity of care
- Reduce waiting times where possible
- Support our existing clinical team
- Give patients greater opportunity to see the same clinician

This is part of our ongoing commitment to improving access for all our patients.



Welcome to Our Practice Pharmacist

We are delighted to welcome Mark Kelly, our new Practice Pharmacist.

- Mark works 4 sessions each week over 4 days and provides:
- Face-to-face clinics on Wednesdays and Thursdays
- Telephone consultations on Wednesdays and Thursdays
- Medication administration support on Mondays and Thursdays

Practice Pharmacists are experts in medicines and can help with medication reviews, long-term condition medicines, side effects, interactions and ensuring medicines remain safe and effective.



NHS App Notifications

The NHS is changing the way it communicates with patients. Increasingly, appointment reminders and practice messages will be sent through the NHS App.

Please:

- ✓ Download the NHS App if you haven't already
 - ✓ Check your contact details are up to date
 - ✓ Turn on notifications
 - ✓ Check the app regularly for messages
- This helps ensure you don't miss important information or appointment reminders.
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Our Telephone Lines

Our reception team answers approximately **230 calls every day**

Our busiest days are:

- ◆ Monday
- ◆ Thursday

If your query is routine and does not require an urgent response, you may find it much easier to contact us after 2pm. Thank you for your patience during busy periods.

National GP Patient Survey 2026

Thank you to everyone who completed this year's National GP Patient Survey.

Your feedback is extremely important and helps us understand what we are doing well and where we need to improve.

Some of our results

Survey Measure	Result
Reception staff helpful	91%
Easy to get through by telephone	71%
Confidence and trust in healthcare professional	96%
Overall experience of the practice	81%

We are particularly pleased with the positive feedback regarding our reception team, clinicians and overall patient experience.

We also recognise that there are areas where we can improve, particularly around appointment choice and aspects of access.

Recruiting additional GPs and expanding our wider clinical team forms part of our improvement plan.

Appointment Statistics

January – July 2026

Appointments offered	13,771
Appointments not attended (DNA) 510	
DNA Rate	3.7%

Every missed appointment is an appointment another patient could have used.

If you are unable to attend, please cancel your appointment as soon as possible so that we can offer it to someone else.

PATCHS Online Requests

PATCHS is designed for **routine, non-urgent requests**.

We are currently receiving a large number of mental health requests through PATCHS.

Whilst we are here to support patients, PATCHS is not monitored as an emergency service.

If you require urgent mental health support, please:

- Telephone the surgery
- Contact your Mental Health Crisis Team (if under their care)
- Contact NHS 111 and select the mental health option
- Call 999 if there is an immediate risk to life

Please do not wait for a PATCHS response if your situation is urgent.

Active Signposting

Our reception team have all completed **Active Signposting training**.

This means they may ask you briefly why you need an appointment.

They are **not diagnosing you**.

Their role is to help direct you to the most appropriate healthcare professional or service.

This often means patients can receive the right care much sooner.

First Contact Practitioners (FCPs)

You may not always need to see a GP.

Our **First Contact Practitioners (FCPs)** are specialists in muscle, joint and bone conditions.

They can assess:

- Back pain
- Neck pain
- Shoulder problems
- Knee problems
- Sports injuries
- Joint pain
- Muscle injuries

Where appropriate they can refer directly to:

- MCAS
- Community Physiotherapy
- Other musculoskeletal services

Appointments with an FCP are often available much sooner than a GP appointment.

Looking Ahead

We continue to look at ways of improving the services we provide.

Current priorities include:

- Recruiting two additional GPs
- Improving continuity of care
- Increasing appointment capacity
- Expanding our clinical workforce
- Improving patient access

Using patient feedback to shape future improvements.

Right Care • Right Professional • Right Time

Using the right clinician helps:

- ✓ You be seen sooner
 - ✓ Reduce waits for GP appointments
 - ✓ Access specialist expertise
 - ✓ Improve continuity of care
 - ✓ Keep GP appointments available for those who need them most
- Thank you for helping our reception team direct you to the most appropriate clinician.
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Thank You

Thank you for your continued support, patience and understanding.

The NHS continues to experience significant demand, but we remain committed to improving the services we provide.

With additional GPs joining our team, the support of our Practice Pharmacist and our wider multidisciplinary team, we are continuing to work towards:

More Capacity • Better Access • Greater Continuity • The Right Care