Newsletter

Welcome to the latest edition of your practice newsletter, where you can find important updates about your care, and services near you.

Get your protection from flu this winter

The flu vaccine is important for people at higher risk of getting seriously ill from flu. It's offered on the NHS every year in autumn and winter, and you can get the free vaccine if you:

- are aged 65 or over
- are aged 18 to 64 and have certain long-term health conditions
- are pregnant
- live in a care home
- are the main carer for an older or disabled person, or receive a carer's allowance
- live with someone who has a weakened immune system
- are experiencing homelessness or staying in a homeless hostel

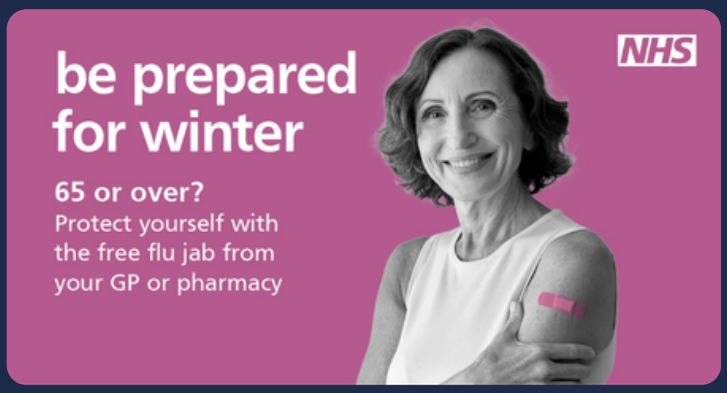
How to get the flu vaccine

Most eligible people can get the flu vaccine from 1 October 2026. You may be able to get a flu vaccine from:

- your GP surgery
- a pharmacy that offers NHS flu vaccination (if you're aged 18 or over)
- your maternity service (if you're pregnant)
- your care home (if you live in a care home)
- your employer (if you're a health or social care worker)

Book online today

If you're aged 18 or over, you can book a flu vaccination appointment online or in the NHS App now.



Recent Compliments for Hightown

We love hearing your compliments for your GP practice.

- I was seen by Dr Fletcher, she was very thorough and made the appropriate appointments on the spot, I was very impressed.
- Dr Fletcher is amazing, compassionate, very thorough and generous with her time and reallt put me at ease. The young girl on reception was very helpful and has a lovely manner.
- Showed interest, listened & agreed next steps.
- The service I received from the reception staff was friendly and professional. I was really impressed with the way Doctor Fletcher treated me during the consultation. I was anxious about various chronic health issues I have and after speaking to the doctor, I felt completely reassured by the advice she gave me.
- Great service.
- Doctor most understanding and attentive.
- From arriving for my appointment and being greeted with a smile by the receptionist, to seeing the doctor who sorted out my medical issues with understanding and professionalism. Definitely a 1* treatment. Thank you.

Have a compliment? Leave it here: primarycare24.org.uk/compliment-or-complaint.

Did you know?

In September, **7** appointments were missed by patients – a loss of at least **2** hours of clinical time.

If you cannot attend your appointment, please cancel it via the text reminder or by letting your practice know, so it can be booked by someone who needs it.

Do you have the NHS app?

The NHS App is a simple and secure way to access NHS services and manage your health on your smartphone, tablet, or a web browser.

The app has the following key features to make managing your health easier:

- Repeat prescriptions: Request repeat prescriptions and choose a nominated pharmacy for collection.
- Appointments: Book and cancel GP appointments, and view upcoming or past visits (depending on your surgery).
- Health records: View your GP medical record, test results, allergies, and medicines.
- And so much more!

You can download the app for free from the Apple App Store or Google Play Store, or you can visit NHS Online via your web browser.

Stoptober – the month to quit smoking for good

Planning on quitting smoking? Stoptober is the perfect time to make a change. This October, thousands of people in the UK will stop smoking. Why not join them?

Did you know if you can reach 28 days smoke free, you're 5 times more likely to quit for good?

Create your free Personal Quit Plan today! The NHS Better Help support offers a free personalised, 8 step plan to help you quit. It'll help you prepare for your quit date, show how much money you could save and give tips for managing your smoking triggers.

Visit www.nhs.uk/better-health/quit-smoking/ and get started.

Just 1 hour of your time can help save up to 3 lives

The NHS Blood and Transplant service needs new blood donors from all backgrounds to ensure there is the right blood available for patients who need it.

Could you help? The service needs 4,300 blood donations every day to meet the needs of our hospitals.

Find out more and check you are eligible today at Blood.co.uk.

Make the switch

If you take prescribed medication, your practice team may talk to you about switching to another version of your medicine. They might propose a switch to:

- A better value, equivalent version of the same medicine
- A newer formulation of the same medicine
- A different medicine that can treat your condition effectively

Switching medicines is always done with patient safety as a priority, and will only be proposed if the switch is clinically appropriate and right for you.

Across the NHS, huge numbers of patients have successfully switched to other versions of their medicines, and your practice team are here to support you to feel healthy and well.

Have you heard about Living Well Sefton?

Living Well Sefton is a free service open to all residents of Sefton or those registered with a Sefton GP.

They can help with a range of issues that may affect your health such as:

- Help with debt and benefits
- Improving your wellbeing
- Exercising more
- Cooking and eating better
- Coping better and enjoying life more
- Stopping smoking

They will support you to set goals in the areas of your life that you would like to change.

You can call them on 0300 323 0181 or complete the online form at www.livingwellsefton.org.uk and they will call you back.

IBHO

IMPROVING BLACK HEALTH OUTCOMES

NIHR | Liverpool Clinical Research Facility

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Join the Improving Black Health Outcomes BioResource

In Black communities, more research is needed to improve our understanding of health conditions and to develop better treatments.

Our research is open to anyone

- Living in England
- From black communities

Get in touch with the Liverpool CRF Team:

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