

Spring Newsletter

Assurance For Patients Who Don't Use Technology

• All traditional methods of accessing your GP will continue.

You can still:

- * Phone the practice
- * Visit in person
- * Send written requests

• No one will be disadvantaged or expected to use technology, it is simply an additional option, not a replacement.

• The practice remains committed to offering inclusive, accessible care for everyone.

Your Digital Health Hub

Patients who are confident using technology can now access more of their care online, including completing online consultations and managing their health through trusted tools like the NHS App. As our Digital Champion, Amy Bennett is here to help anyone who needs support getting started, whether that's switching on NHS App notifications, downloading the app. If Amy isn't available on the day you may be asked to call back, but someone at the practice will help. This edition of our newsletter highlights some of these digital services to help you make the most of what's available.

Patient Participation Group (PPG)

Our PPG meets on the first Monday of every month, from 5:00pm to 6:30pm, at the practice. We also offer online attendance so you can join from the comfort of your home.

It's a space where your ideas, feedback, and experiences can make a real difference.

You're invited to come along.

Let's work together to make our practice the best it can be. Your voice is welcomed and valued.

Introducing Amy Bennett



Amy is a Student Nurse Associate & Digital Champion

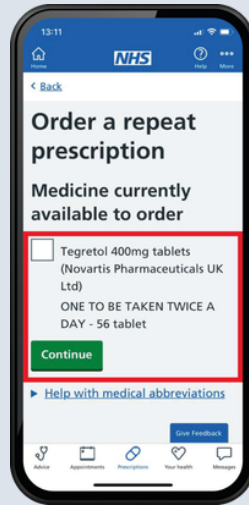
She joined the practice in 2013 as a receptionist and has steadily developed her skills, training as a phlebotomist and Health Care Assistant before beginning her Nurse Associate apprenticeship at Edge Hill University. With experience in GP surgeries since the age of 15, she brings a deep understanding of primary care and a passion for supporting patients. Amy will be handing over the role of Digital champion to one of her colleagues. More information to be shared at the next issue. Outside of work, she's a busy mum to a six-year-old and also works as a match-day safeguarding steward for Everton Football Club.

The NHS APP

Why More Patients Are Choosing the NHS App – And Why You Should Too

The NHS App is becoming one of the simplest and safest ways for patients to manage their healthcare from home. If you haven't tried it yet, now's the perfect time to get started.

just visit the Apple App Store or Google Play Store, search for 'NHS App', and tap 'Get' or 'Install' to add it to your device



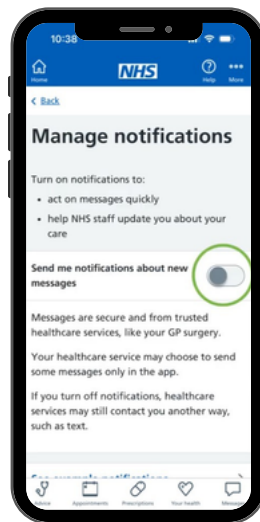
Order Your Repeat Prescriptions Quickly and Easily

One of the most popular features of the NHS App is the ability to order repeat prescriptions online. Once logged in, you can view your current medications and request what you need within seconds – no need to phone the practice or visit in person.

The process is secure, convenient, and helps reduce waiting times, giving you more control over your healthcare.

Why Practices Are Moving From Text Messages to NHS App Notifications

GP practices are encouraging patients to turn on NHS App notifications because it's a safer, more reliable and more cost-effective way to stay in touch. Messages sent through the app are secure, free for the NHS, less likely to be missed if you change your number, and are now prioritised over text messages, with an SMS only sent if the app message isn't read in time. Enabling notifications also means you receive updates more quickly, as the NHS App alerts you the moment a new message arrives. This helps ensure important information—such as prescription updates or health messages—reaches you without delay.



How to Turn On Push Notifications

1. Open the NHS App on your phone.
2. Tap the settings cog or 'More' icon in the top-right corner.
3. Select 'Notifications'.
4. Toggle 'Allow notifications' to ON. Your device may ask you to confirm – if so, tap Allow.
5. If your phone doesn't prompt you automatically, go to your device's settings and make sure notifications for the NHS App are enabled:
 - o iPhone: Settings → Notifications → NHS App → Allow Notifications
 - o Android: Settings → Apps → NHS App → Notifications → On

Please note: changes may take up to 24 hours to take effect.

You Can Find a Series of useful How to videos on YouTube. These also include British Sign Language



How to download the NHS APP



How to request a repeat prescription



Messages and notifications in the APP