

# VAUXHALL PRIMARY HEALTH CARE MONTHLY NEWSLETTER

Providing NHS services

Member of Central Liverpool PCN

July 2024



## Welcome to the first monthly newsletter by VPHC:

We intend to produce a monthly newsletter for patients in order to keep you updated with goings on in the practice, from new initiatives and staff members, to work from the patient participation group, and much more.

Whether it's upcoming events or improvements to the way we operate, it's important to keep you clued up and apart of the process, which is the primary aim of this newsletter.



## New and Noteworthy:

We would like to invite patients to our open afternoon on 24/07/24. Dr Helen McKendrick will be welcoming everyone at 3pm, followed by refreshments in the community garden at 4pm.

- 'Meet the Team' and hear about updates
- Support to access NHS app and repeat prescriptions
- Information on women's health
- Health and wellbeing/ weight loss advice
- Mini Massages
- Tea and refreshments
- Opportunity to feedback and get involved

## Important Insights:

We had over 50,000 clinical appointments in 2023/2024

Patients had almost 18,500 face to face GP appointments booked

Almost **3,300** clinical appointments were lost through no shows

From April 24' to June 24':

We had almost 13,300 clinical appointments (over 1,000 each week)

We gave just under 5,000 face to face appointments with a GP

We increased the number of clinical appointments by 33% compared to the same period last year



We have processed over 3,600 repeat prescription requests

## Patient Participation Group:

The patient participation group is growing increasingly involved in the practice, from providing a hand in the kitchen to prepare tea and toast for our patients to beginning work on the garden. During the most recent MacMillan Coffee Morning, Gill, our Public Liaison Lead, helped to raise over £1300. Over the past few months, we have witnessed an increase in the number of patients getting involved in the PPG. Our PPG is valuable in helping shape how Vauxhall runs. Please reach out to our Public Liaison Lead, Gill, via email on [Gillian.Fife@livgp.nhs.uk](mailto:Gillian.Fife@livgp.nhs.uk) if you would like to sign up.

## The Mini Garden:

Dr Samuel Green (Barry) and Dr Nadja Van Ginneken, along with the aid of our PPG/ staff have begun work on the community garden, situated on the southern verge of the health centre (Green St). There's been a lot of progress and we can't wait to see how the space will grow and become a healthy, vibrant place for staff and patients to enjoy. Staff have begun supporting the garden and Adele, one of our secretaries, has supplied compost bins for us to make use of our coffee grounds and tea bags... we get through a lot. If you want to get involved then please reach out to our Public Liaison Lead, Gill, on [Gillian.Fife@livgp.nhs.uk](mailto:Gillian.Fife@livgp.nhs.uk) or speak to a member of reception.

 The garden group will meet **every Wednesday at 12 noon** – please come along! 



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## MEET THE TEAM

### Partners



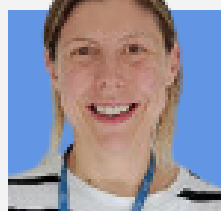
**Dr Helen  
Mckendrick**



**Dr David Lewis**



**Dr Timothy  
Rollinson**



**Dr Laura Lavery**



**Dr Rebecca  
Jackson**

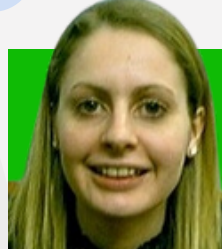


**Marie Wheldon**  
Non Clinical Partner,  
Practice Manager

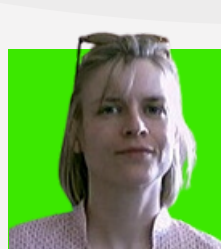
### Clinical Team



**Dr Kit Chung**



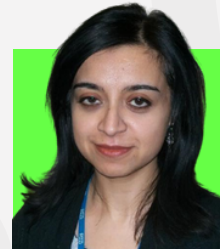
**Dr Clare Nwosu**



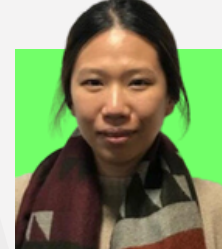
**Dr Judith Boening**



**Dr Louise Harris**



**Dr Sobbia Gull**



**Dr Ruth Su**



**Dr Nadja Van-  
Ginneken**



**Dr Cheryl Lowes**



**Dr Samuel  
Green (Barry)**



**Dr Charlie Gaul**



**Carrie Gelhardt**  
Practice Nurse



**Alison Talbot**  
Practice Nurse



**Julie Williams**  
Health Care Assistant



**Carol Burgess**  
Research Nurse



**John Wells**  
Practice and Research  
Nurse

### Reception Management/Public Liaison Lead



**Sophie Wilson**  
Reception Manager



**Gill McGovern**  
Public Liaison Lead

## A FOND FAREWELL:



### **Karla Wheldon**

Everyone at Vauxhall wants to congratulate and wish Karla the best of luck in her new role. Karla has been a driven and motivating member of the reception team since covid and has been a great asset to our practice. Although we are sorry to see her depart, we are all happy for her as she takes on a new career in which we are confident she will succeed. Good luck and farewell.

Since Covid times we have experienced quite some change in our staff teams; we really value the work all our past staff including reception and admin staff Shelly, Caroline, Cathryn and Sue, and our GPs Dr Chan, Dr Scott and Dr Mealey. There are some people that we want to just give a very special mention to:

### **Dr Phil Cumberlidge**

A very significant and hard change for us all has been the loss of Dr Phil Cumberlidge in February 2023. Phil had been at Vauxhall since his early GP training days and over recent years as a Partner. He played a really important and supportive role for both clinical and non-clinical staff here. Phil will forever be a part of Vauxhall and will be missed by all his colleagues, friends and patients.



**Catherine Hopkins** – After many years as a GP partner Dr Hopkins retired in 2023. We miss her very much and know our patients miss her too. We would like to wish her a very happy and well deserved retirement !

**Jane Shallcross** – Jane our receptionist moved on during covid times. Jane was well known to many of our patients and had worked at the practice since 2005. As a long serving member of the team Jane is missed by staff and patients very much.

**Cathy Jones** – Many of you will know Cathy Jones , our receptionist who also started with us in 2005. Cathy was a wonderful colleague and an asset to the practice; Cathy left the practice in 2023 and her warm nature and care for our patients will be remembered fondly by us all.

### **Pat Park**

An incredible loss for the practice was the departure of Pat Park, reception Manager in 2023. Pat joined the practice in 1994 as one of the original employees when the practice first started. For almost 30 years Pat led the reception team and provided a warm welcoming environment to patients, the practice staff and the many trainee doctors that have spent time with us. Pat gave Vauxhall more than just 30 years of service; she lifted the spirits of everyone she connected with and had unlimited generosity of spirit. Pat taught us all many things and could always be heard saying 'Treat every patient how you would want your nan or grandad to be treated' and 'always go above and beyond for patients whenever you can' . Pats knowledge and experience was second to none and we were so sorry to lose her from the team here. We wish Pat all the very best and hope that she remains a friend of Vauxhall Primary Health Care.

