



**Welcome to our patient newsletter**



**June Summer months**



**We're still here for you  
Please view our video online**

**Stay Safe**

**Inside this issue:**

<b>Brownlow</b>	1
<b>Stay Active</b>	2
<b>Promotions</b>	3
<b>Shout Out</b>	4
<b>Services</b>	5
<b>Caring</b>	6
<b>E cons</b>	7
<b>Did You Know</b>	8
<b>Healthy Recipe</b>	9
<b>Brownlow</b>	10





## Start slow and add a little at a time.

If you are not active now, the idea of doing 30 to 60 minutes of activity each day may seem like too much at first. Start by being active 10 minutes on 5 days each week. Every few weeks, add 5 to 10 minutes until you are getting at least 30 minutes of activity most days.

Set a goal, make a plan, and add it to your calendar.

- Set short-term goals that are specific and that you can track. For example, instead of saying "I'm going to be more active this week," set a goal of walking 30 minutes a day, 3 days a week.
- Think of the days and times you could do the activity, such as first thing in the morning, during lunch break from work, after dinner, or on Saturday afternoon. Look at your calendar or planner to find the days and times that work best, and commit to those plans. Use the chart below to create your plan.

	What will I do?	When will I do it?	How long will I do?
Monday			mins.
Tuesday			mins.
Wednesday			mins.
Thursday			mins.
Friday			mins.
Saturday			mins.
Sunday			mins.

It is important you try to stay active during the current crisis

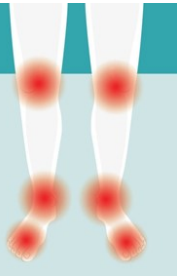




# Health Promotion Awareness

## Reactive Arthritis Facts

- Triggered by a bacterial infection (sexually transmitted or foodborne illness)
- More likely among people with an HLA-B27 gene
- Often improves on its own within a few weeks or months



June is awareness month for Rheumatoid Arthritis



17th-23rd

Breathe easy week is an initiative started by the British Lung Foundation, to raise awareness and focus on lung health.

June 14 is World Blood Donor Day



It's a wonderful day to thank those who give blood so others can live.

And if you can give blood but have not...  
...it's a wonderful day to start.

June 14th

World Blood Donor Day



## Motor neurone disease

June is awareness month for Motor Neurone Disease

### THE FACTS

- MND is the name given to a group of related diseases affecting the motor neurones (nerve cells) in the brain and spinal cord.
- It is a rapidly progressive fatal disease that can affect any adult at any time.
- Life expectancy for most people with MND is two to five years. Around half will die within 14 months of diagnosis. An exception is Professor Stephen Hawking, who has survived with MND for more than 35 years. He has a very rare, slowly progressing form of the disease.
- MND affects about 5,000 people in the UK at any one time. Men are affected twice as often as women
- The cause is unknown and there is no known cure.
- It leaves people unable to walk, talk or feed themselves, but the intellect and senses usually remain unaffected.
- MND kills five people every day in the UK.



8th-14th

Carer awareness week



Men's health month



8th-14th

Healthy eating week



## E Cons

**Please Continue during the crisis to utilise the  
E cons Service we are still here for you**

**We have been able to utilise more appointments since we  
launched E-cons**

**Please check our website for Frequently Asked Questions**

**Do you need to see a clinician?**

**Use our iPad in the waiting  
room to submit an E-consult!**

**The form uses the  
same questions  
clinicians will ask!**

**You may find your  
E-consult is dealt  
with, without  
having to come in!**

**Need help completing an E-consult?**

**Speak to our Reception team! They  
are more than happy to assist you in  
completing your E-consult!**

**Do you need an appointment soon?**

**Each E-consult is triaged by a clinician  
and anything urgent is dealt with the  
same day!**

**Medication, letters  
and appointments  
can all be arranged!**



## Link to our website

For more detailed information please check our website for all our services we offer

Online Services

Health Trainer

Extended GP access

Online Registration

Social prescriber

<https://www.brownlowhealth.co.uk/>

**BROWNLOW HEALTH**  
Central  
*Health in the heart of the city*

How do I? 🔍

Icon	Service Name	Description
	Contact reception	Contact reception online for administrative queries such as reports and sick notes, with a reply by the end of the next working day.
	eConsultation	Get advice about a specific condition, or general advice from one of our clinicians with a reply by the end of the next working day.
	Online Services	Book appointments, order repeat prescriptions, and even access your GP records online.
	Register	Register as a patient with the practice.

Cityscape at night



## Information for Caring

As an informal carer, providing care and support for a family member or friend can be very stressful at this difficult time and we are keen to make sure you are well supported. If you are an informal carer and we are not aware of this, please let us know.

At Brownlow Health we have also set up a 'Carers Support ' Team. All patients who are registered with us as an informal carer will have received a text message or letter containing some relevant numbers for support and over the coming weeks our team will be ringing each carer individually to offer a listening ear and/or referrals where appropriate.

If you would like us to refer you to the Carers Support Service or our Ways to Wellbeing (Social Prescribing) Service, please let us know and we would be happy to do this for you.

The link below is a fantastic resource of support and services.

<https://clpcn.co.uk/covid-19-resource-pack/>

In addition to this the Carers Centre is still operational and are able to carry out an assessment over the phone. They also have many virtual health and wellbeing activities and an online befriending service.

Carers Centre - duty line number : 07934 205 609

<https://www.localsolutions.org.uk/north-west-services/14-carers-support>

Other useful numbers:

Council Support helpline: 0151 233 3066- for vulnerable adults who need shopping, medication picking up etc.The hotline will be manned from 8am to 6pm, seven days a week.

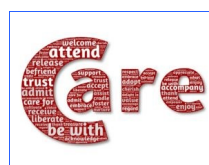
Age UK advice line - 0800 678 1602- for emotional support; lines are open 8 am – 7 pm 365 days a year:

Careline- 0151 233 3800 – Social Services , should your relative need a package of care.

Samaritan's- 116 123

Citizens advice-0344 848 7700

NHS Direct- 111






## Shout out Messages from our Patients to share

One of our Nurses Megan has been working closely with our Over 70s Vulnerable Patient' List Megan has received A LOT of feedback from patients about the surgery . Megan has even had one patient play the saxophone down the phone that he had taught himself to play

**“Somewhere over the Rainbow” for all our lovely nurses and doctors and the whole of Brownlow staff.**

- Simply perfect in every way possible”
- Brownlow saved my life, without you lot I wouldn't be here today”
- I wouldn't trust anyone other than Brownlow for my health, I've had previous GPs and none compare to Brownlow”
- The job you all do is truly amazing and you have made my day for calling”
- Best doctor ever”
- Lovely, lovely people from Reception right up to the Doctors, every one of you deserves a medal , The Boss is definitely doing something right (The boss they where referring to was Dr Gaynor) 
- Gp's there are fantastic, there's a few young ones there and they're just as fantastic – nothing is a bother to any of you”
- You have all really looked after my Dad, you have all been great. I wish I could register with you because you're so much better than my own GP!”
- Thank you to everyone at Brownlow, its just so nice to know that you still care even with everything that is going on, it makes me feel supported and safe to know that you are still there when I need you”
- I can't believe you have taken time out to just call me to check I'm okay, Wow... what a service! You have no idea how much this means to me”
- I'm shocked that you just called me to check on me! Thank you I'm very touched” I told you when it was my birthday soon– then when you called me back on my 83<sup>rd</sup> birthday – “oh my god I can't believe you remembered! You have made my birthday! That practice is amazing thank you so much”
- I remember you when you first started with the practice! You have got a job for life at that surgery”
- Best Practice Ever”
- It's an honour to be your patient”
- Couldn't think of anything bad to say about your practice”
- I am going to write something for the telegraph paper about the surgery because it's just wonderful and needs to be noted properly”
- Genuinely cannot believe you have called us to check on us! Thank you so much”
- I would be lost without you all, you are all truly NHS heroes”

### Feedback from a Hostel that our homeless team support

Can I just say that as a whole Brownlow is a lovely surgery. It's a fantastic service that you all do and the homeless team are working so hard to make sure all our residents are safe and well. Its so lovely to know that you are there if we need you and I will definitely be feeding this back to management. I just want to say thank you for all your hard work and efforts on behalf of us here "at the hostel





**Did you know** We are still here for you in this current crisis . Please check our opening times on our website

**Did you know** We stayed open during Easter/May day bank holiday's during the current crisis

**Did you know** We are still keeping up to date with staff training and staff meetings through out this crisis with virtual training and virtual meetings

**Did you know** There are 4 main Hot Hub sites across Liverpool for GPs to see patients with Covid symptoms. Ropewalks is one of these Hot Hubs

**Did you know** You can still call with any issues or concerns you have about your health 0151 285 4578

**Did you know** Brownlow staff have made a short video showing you we are still here for you during this crisis please see our website to view

**Did you know** You can still email for any advice you need on our E cons service and you will get a response by 6.30pm the next working day







## Healthy Recipe

### Potato topped pie

Here's a great vegetable pie that kids can help prepare. It's a really simple recipe that's tasty too. Perfect for cheap weeknight dinners.

Serves 2

Time to make 1-2 hours

Meal Type –Dinner

#### Method

1. Preheat oven to 180°C.
  2. Place potatoes into a saucepan, add enough cold water to cover the tops of the potatoes.
  3. Bring to boil, then reduce heat and simmer for approximately 10 minutes until a fork can be inserted easily. Remove from heat, then drain.
  4. Mash with milk and margarine.
  5. Meanwhile, heat oil in a large saucepan, add onion, carrot, celery, pumpkin and garlic, cook until soft.
  6. Add tomato, stock powder, lentils, vinegar, fresh herbs and pepper. Cook for 10 minutes, stirring gently. Remove from heat.
  7. Place vegetable mixture in the bottom of a pie pan, then spread potato over the top.
  8. Place in oven and bake for 25 minutes until golden brown.
  9. Remove from oven, allow to cool slightly.
- Garnish with parsley (if using) and serve.

#### Serving suggestion

Serve with a green salad.



### Ingredients

- 2 potatoes, peeled and sliced into quarters
- 1 tbsp. milk
- 1 tsp margarine
- 2 tsp oil
- 1/2 onion, chopped
- 1 carrot, chopped
- 1/2 stalk of celery, sliced
- 1/2 cup grated pumpkin
- 1 clove garlic, peeled and crushed
- 1/2 can chopped tomatoes
- 1/2 stock cube
- 1/2 can lentils, drained and rinsed
- 2 tsp vinegar
- 1/2 tsp chopped fresh herbs
- pinch pepper
- Chopped fresh parsley to garnish (optional)





## Brownlow Newsletter

We hope you have enjoyed our newsletter

Due to the current crisis we have only shared this on our website

We hope to have our next paper copy in our waiting rooms in September

If you have any questions with any services please call our surgery

We will be happy to help you

Please find attached this months happy calendar

If you would like to try our recipe at home we have copies on our website

Recipe is from the healthy heart website

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**



Fantastic response again still happening across the country with the hand clapping at 8pm every Thursday

**For all NHS and Keyworkers**

