



# The Village Medical Centre

## April 2026 Newsletter

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 TheVillageMedicalCentre

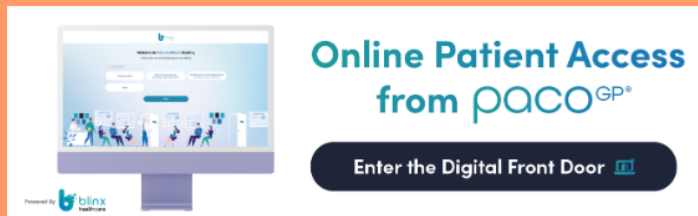
Welcome to The Village Medical Centre's latest newsletter! We're delighted to connect with you and share updates from our practice and valuable health information to support your well-being. This month's edition contains information about ....

### Online Consultation

The surgery has been using a new online consultation service called PACO which can be found on our home page of our website [thevillagemedicalcentre.org.uk](https://thevillagemedicalcentre.org.uk).

Unfortunately, our online consultation service is not connected with the NHS app therefore the app will not automatically take you to PACO when you click on 'contact my surgery' in the NHS app.

The best way to complete your online consultation is by going to our website [thevillagemedicalcentre.org.uk](https://thevillagemedicalcentre.org.uk) and on the home page of the website will be a picture of a computer (please see picture on the right) and you are able to click, 'Enter the Digital Front Door', to take you to the start of the online consultation service.



This consultation service allows you to request medical advice; request prescriptions (including those that are not showing as a repeat item in the NHS app); request sick notes as well as request other admin help.

You DO NOT need any log in details to use this online service; all you need is your date of birth and NHS number which can be found in your NHS app alternatively the service will help you find this. Once you have entered this information the service will send you a one off security code for you to input then you can continue with which ever service you require.

The admin team are happy to help you navigate through this service should you need any help so please ask a member of the team if you want to know more about it.

We can also help navigate through the NHS app and help you set this up to help you order your repeat prescriptions online and book routine appointments. The NHS app also shows you any doctor or hospital appointments.

### Updating Contact Details

You might have recently received a text message from the practice asking for a current e-mail address, this is so we can ensure our records are kept up to date and we are able to send useful information such as leaflets via email.

Please follow the link to provide an up to date email. If you do not have an email please call the surgery or pop in to let the admin team know and we will mark this on your records.

## We would love to hear your thoughts!

We have an online form which allows you to freely type your feedback about any aspect of the surgery. Alternatively, we also forms in reception to fill out and hand in. Alternatively you can scan the QR code on the right to complete your feedback now.

We value any feedback received and thank everyone taking the time to fill out a questionnaire.



## Autistic Communication Tool

**A.C.T. AUTISTIC COMMUNICATION TOOL (A.C.T.) FOR USE IN PRIMARY CARE CONSULTATIONS**

Patient Name:  Date:

**Instructions for Clinical Staff:**  
Please read the information below. It provides essential information about my needs and experiences and is provided to help with communication within the consultation. Please read and return to patient. At the end of our consultation, kindly check if everything has been covered. Please note that autistic people can express pain differently and therefore body language and verbal expression may not be a good indication of the pain experienced.

Please add a 'Reasonable Adjustment' flag to my patient record (circle as appropriate) Yes / No / N/A

Communication Needs:

Factors to Consider for Physical Examinations:

Issue(s) to be discussed in consultation:

Further details:

Other relevant conditions/medications to note:

For healthcare staff: Please write details here of any next steps/advice received. This will help me remember and act upon advice. This might include details of medication or referrals.

Outcome of consultation (including actions by patient):

UNIVERSITY OF LIVERPOOL THE LIVERPOOL AUTISM HUB

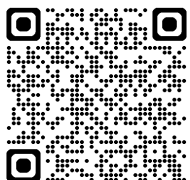
The autistic communication tool has been developed by autistic people for autistic people to help them successfully approach and interact with healthcare services. This form allows autistic patients to prepare for a consultation ahead of time.

It is a simple tool allowing the patient write down the reason for the visit; specific concerns or symptoms as well as highlight any communication or sensory needs.

The below website allows you to complete this form and you do not need a clinical autism diagnosis to use the form:

[autisticcommunicationtool.com](http://autisticcommunicationtool.com)

Sign up for our newsletter to receive a copy straight to your inbox:



## Welcome To New Staff

Huge welcome to Elaine has joined the admin team. And our two new registrars joining the practice as well, Dr Agata Gaertner and Dr Nick Parsonage.

Dr Nima Sowdi is due to leave the practice next month due to starting her new job, we want to wish her all the best with the new opportunity. We are sure a lot of patients will miss her along with the staff.