

Patient Newsletter



WELCOME

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Welcome to our second 2024/25 patient newsletter, where we hope you will discover valuable insights about the practice and its latest updates.

In our last newsletter we introduced you to our partner gps, salaried gps and management team. In this edition we would like to introduce our nurses, pharmacy team, clinical coders, medical secretary's, administrators and care navigators.

Nurses

Aimie Bell	Alicia Holden
Diane Jones	Courtney Kelly
Julie van Mierlo	Chloe Larkin (HCA)

Pharmacy team

Lukmaan Mahamroot	Aneesa Dayma
Carly Myres	Michelle Walker

Secretaries and Administration team

Zoe Abbott	Jenny Wharton
Aimee-Lynn Ogdin	

Clinical Coders

Maria Milsom	Helen Farrell
Susan Laycock	

Care Navigators

Tracy	Olivia
Aime	Eleanor
Matthew	Nadine
Jessica	Lisa
Amy	Donald
Jayne	

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APPOINTMENTS AT THE PRACTICE

There are a few types of appointments at the practice:

- **On the day appointments** - bookable throughout the day
- **Routine appointments** - released 7, 14, 21 and 28 days in advance
- **Out of hours appointments** - weekday evenings are bookable at 6pm across a number of practices within our Primary Care Network (PCN)
- **Weekend appointments** - booked in advance or as on the day appointments by calling at 9am, again these are at a various locations within our PCN

Pharmacy First

Did you know that the pharmacy can provide a prescription for a number of ailments without the need for seeing a doctor?

- Earache 1-17 years
- Impetigo 1 years and over
- Urine infection in women aged 16-64 years
- Sinusitis 12 years and over
- Shingles 18 years and over
- Tonsillitis 5 years and over

Reception can complete a referral to the pharmacy on your behalf.

If you are eligible for free prescriptions these will be included for you.



RSV

The RSV vaccine helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill.

We are delighted to inform you that invitations for the RSV vaccine have been sent out. If you have been sent one and haven't yet booked on, please contact our reception team who will book an appointment.



Community Urgent Eye Services -CUES

There has been a new roll out across Primary Care to offer patients who need urgent care for eye issues. If you have a sudden onset of the following symptoms you can be referred to see a participating optical practice

- acute visual changes - floaters, flashes/visual distortion/vision loss or reduction
- ocular discomfort - eye irritation including pain, redness, sticky, watery or dry
- Abrasions and foreign bodies

NHS 111 services

NHS 111 can offer 24 hour advice and treatment, they will assess the and advise if you can treat yourself at home or if you need to attend a Primary Care centres. NHS 111 now offer crisis mental health support for adults and children.



when it's less urgent than 999



Prescriptions



We have listened to feedback from our patients and we have been looking at ways to streamline our prescription ordering service, we recognise that having to come into the surgery is not ideal for everyone. We have sought a new service which we hope should combat these issues.

From today you are able to order all medications, including acute items, by visiting the ['Contact us online'](#) option on our website.

Your request will be sent to our reception team who will process your request. However, if you would prefer to order your medication online and do not have access you can collect an application form from the practice.

Kindly remember to bring along two forms of identification.

WHAT HAS BEEN HAPPENING AT THE PRACTICE?

There has been quite a lot happening behind the scenes at the practice this month, our cancer champions organised a day for our staff raising awareness for breast cancer. We also held coffee morning for MacMillan and raised a total of £81 plus extra which was donated via the dedicated QR code.



Feedback

In September we sent out 120 surveys for patients who had been in the surgeries in the month and 50 of those responded.

Here's some of the things they had to say about the surgery-

SMOOTH

EFFICIENT

HELPFUL

FRIENDLY

QUICK

GOOD

EARLY

USEFUL

ATTENTIVE

UNDERSTANDABLE

If you have recently visited the surgery, we would be grateful if you would leave us a review using the links below.

Broadway Surgery - [Click here](#)

Ingol Health Centre - [Click here](#)

FRIENDS & FAMILY TEST (FFT)

The Friends and Family Test is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, it provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

To complete one of these tests, [please click this link.](#)



PATIENT PARTICIPATION GROUP (PPG)

The Patient Participation Group (PPG) gives patients a direct voice to influence decisions made by the Practice about patient services and care. It also helps the practice share information.

The PPG is open to all patients of North Preston Medical Practice and is made up of Core and Virtual members:

- Core members attend regular meetings and work with the clinical staff and Practice Manager to plan activities and communications.
- Virtual members are not expected to attend meetings but are invited from time to time to contribute views and suggestions on Practice plans and are kept informed of PPG and Practice activities Via Email.

If you would like to join the PPG please complete [this online form](#).



Educational Meeting Closures for February-June 2025

We are closed on the following Tuesday afternoons from 1pm for the purpose of essential training and development for our staff.



- Tuesday 11th February
- Tuesday 11th March
- Tuesday 15th April
- Tuesday 13th May
- Tuesday 17th June

Building Updates at Ingol Health Centre

We are sorry for the inconvenience caused by the demolition work at our Ingol Health Centre, which has led to disruptions. While we are thrilled to witness this progress, we acknowledge the inconvenience it may cause to our patients. Our reception has been temporarily moved to the front of the building.

We can't wait to provide you with an update of what's been happening behind the scenes!

