

# PATIENT NEWSLETTER

## North Preston Medical Practice



Welcome to our practice newsletter where I hope you will find some useful updates about the practice and other helpful services.

Thank you for reading,  
*Danielle Longdon*  
Administration Manager

Firstly we'd like to thank all of our patients for adjusting to all the changes the practice has put in place in response to COVID-19.

As services change daily, please head to our home page to view the document or if you still can't find what you're looking for, give us a ring.

We understand that there is a lot of 'fake news' about COVID-19, please use the below trusted websites.

[NHS 111](#)  
[NHS Coronavirus](#)  
[Gov.uk/Coronavirus](#)



## INSIDE THIS ISSUE

Thank you	1
Our services	1
The team	2
New roles	2
Staff training days	2
Midwife appointments and COVID-19	2
Patient Participation Group meetings	3
Over 50's flu jab update	3
Phase 4 EPS	3
7 Day Access	3
Online access	3
Smoking cessation advice	4
Organ Donation laws have changed!	4
Patient feedback	4
Friends and family test	4
What to do when we're closed	5
Self-care	5
Choosing the right service	5
Patient support services	6
Mental Health teams	7/8

## Broadway Surgery & Ingol Health Centre services in response to COVID-19

Both of our surgeries are open to anybody needing to drop off documentation/lab samples. Please do not attend the surgery unless you are dropping any of the above off, or you have been given an appointment to attend.

Our urgent and routine GP appointments are being triaged by telephone consultation first, where our Urgent Care Practitioners, Nurse Practitioners and GP's will have the option to video call you and if necessary, bring you in to our Ingol Health Centre.

You can still telephone the surgery as usual on either number (01772 920202/ 282700) should you have any queries or need to talk to a Doctor, Nurse or request a prescription.

## The Team

We have 7 Partner GP's, Drs Stephen White (Senior Partner), Kaiser Chaudhri, Melanie Walsh, Joanne Murray, Nidghtta Anjan & Anitha Rangaswamy and our newest partner Dr Dawn Webster. To see their working days [click here](#).

We welcome 3 new members of the team to the practice:

Kelly McHale is currently studying a Level 3 Business Administration course and has joined the team as an apprentice, alongside our administration team in reception. Kelly works Monday-Friday.

Brenda Lee has joined the team as a Receptionist, having previously worked at GP surgery. Brenda works Monday, Wednesday, Thursday and Friday.

Rachel Lowe-Macneil has joined the team as our very first Advanced Nurse Practitioner, having previously worked at Blackpool walk-in centre. Rachel works with us Tuesday-Friday.

## New roles

As our fabulous Assistant Practitioners (Aimie Bell & Alicia Grimshaw) move on to complete their nursing degree at University, we had room to welcome 2 new members of the clinical team to the practice.

Courtney Kelly has joined the team as a Nurse Associate, having previously worked at Royal Preston Hospital. Courtney works with us Monday-Friday.

Shannon Pilkington, our former Receptionist, was given the chance for an in-house role change and was successful in applying for our Health Care Assistant Role.

Congratulations!

Although Aimie & Alicia are working hard studying, you will still see them around doing the odd clinic.

## Staff Training Days 2020/21

We are closed on the following Tuesday afternoons from 1pm for the purpose of essential training and development for Doctors and Staff. When we are closed, for medical advice please contact 111 or for a medical emergency please contact 999.

**18th February 2020**

**17th March 2020**

**21st April 2020**

**16th June 2020**

**21st July 2020**

**15th September 2020**

**20th October 2020**

~~**17th November 2020**~~

**19th January 2021**

**16th February 2021**

**16th March 2021**

## Midwife Appointments

The fantastic Midwifery team have put in place measures to keep you and your baby safe in response to COVID-19.

Your 16 week appointment will take place by telephone call, but after that your appointments will be held on Mondays at Ingol Health Centre and Fridays at our Broadway Surgery.

You will be asked to attend by yourself so we can keep social distancing measures in place during your appointment. You will also be asked to wear a protective face mask before you come in to contact with the Midwife.

If you need assistance with attending your appointment, just speak to one of our receptionists before your arrival.

We know this is a very strange time but please remember the Midwifery team and the surgery are just a phone call away, should you need any advice.

For further advice on pregnancy and coronavirus click [here](#).

## Patient Participation Group

Our Patient Participation Group meetings have been put on hold in response to COVID-19, until further notice.

## Flu update

**Over 50's flu jab** – Those patients of ours who are aged 50-64 who do not already get invited for a flu jab will shortly be invited to do so.

First we have to have exhausted all other means of getting our 'at-risk' and over 65 patients vaccinated. Once we have done this NHS England will inform all practices to start to invite this new cohort. We don't have any firm date yet of when this will be.

Once we do have confirmation, we will ensure our patients are invited in to have one.

## Phase 4 EPS

Phase 4 of Electronic Prescription System has now gone live and allows prescriptions for patients without an EPS nomination to be signed, sent and processed electronically.

As a practice, we have also decided that all Controlled Drugs must go electronically to the Pharmacy of your choice; this is the most efficient and safest way of handling your medication. All you need to do is contact the surgery and let us know which Pharmacy you would prefer to use.



We process most prescriptions electronically – this helps save the NHS money

[www.nhs.uk/eps](http://www.nhs.uk/eps)

The Electronic Prescription Service is delivered by NHS Digital



## 7 Day Access

Patients can be seen during the weekend and evenings with the Practice Nurse. Our GP's are also available 7 days a week and a telephone consultation can be arranged for you.

We currently have Dr Joanne Murray and Dr Nidhitta Anjan working over the weekends along with Sister Melling, Aimie & Alicia (Assistant Practitioners) and Courtney, our Nurse Associate.

Aimie & Alicia also hold a Wednesday evening clinic between 18:30 – 21:00 at our Broadway Surgery. Please contact the surgery to arrange an appointment.

Unable to get an appointment with your GP?  
Evening and weekend appointments are available.  
Ask your GP or call NHS 111.

STAYWELL  
THISWINTER

## Online Access

Now more than ever we are encouraging our patients to use online access/.

To register for Patient Access for **yourself**, please use the Patient Online Records Application Form which you can find on our website or ask at reception. Once complete, please return it to the surgery. Please be aware that you will be asked to verify your identity. You can do this by providing 2 forms of identification, one of which should be photographic I.D. If you do not have photographic I.D. you may be asked to verify your identity by answering questions pertaining to your medical record. Once you have completed your registration you will be able to order a repeat prescription, book or cancel an appointment and view aspects of your medical record. You can download the app on the following links <https://www.mygp.com/> or access online via <https://www.patientaccess.com/>

## Smoking Cessation Advice

We understand that it is a very difficult time but we urge you that if you are considering stopping smoking to access the below services.

There are various treatment options and avenues of support open to you including nicotine replacement therapies (NRT) as well as psychological support. This can be provided by:

- Self-Referral to the local Smoking Cessation service – Local smoking cessation services available at Preston and Longridge - Contact Free phone 0800 328 6297 where you will be offered local clinics in your area.
- Many Local Pharmacies have a Smoking Cessation Service offering free consultations providing support and advice.
- Download the free NHS quit smoking app for your mobile phone (Android/iPhone) - [https://play.google.com/store/apps/details?id=com.doh.smokefree&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.doh.smokefree&hl=en_GB);

<https://itunes.apple.com/gb/app/smokefree/id687298065?mt=8>



## New Organ donation laws!

From 20th May 2020, the Organ donation law is changing.

This means that all adults in England will be considered to have agreed to be an organ donor when they die, unless they have recorded a decision not to donate or are in one of the excluded groups.

To learn more about the new law, click this link - [organdonation.nhs.uk](http://organdonation.nhs.uk)

If you would like to donate your blood, please visit <https://www.blood.co.uk/who-can-give-blood/> for more information.

## Patient Feedback

If you have recently visited the surgery, we would be grateful if you would leave us a review on the NHS website:

[Click here](#) (for your Ingol Health Centre visit)

[Click here](#) (for your Broadway Surgery visit)



## Friends & Family test

**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 head to our website where you will be able to print the form off, or please drop in to the surgery where you will find the forms on the reception counter. Once complete, just pop the form in the feedback box in reception.



## When we're closed

In a genuine life threatening emergency you should immediately call 999.

If you require urgent medical advice you can call 111.

We also provide access to appointments on Saturdays & Sundays, which can be booked via our reception team.

The locality Hub booking line can be contacted on 01772 529200 to book or cancel weekend appointments during the following hours

Monday-Friday 18:30 - 20:00

Saturday 08:00 - 13:00

Sunday 09:00 - 12:00

If you wish to cancel a normal practice appointment, you can do this online if you have an account, or by calling our reception team during normal working hours.

## Looking after yourself at home

Most minor ailments can be dealt with at home with the advice from the pharmacy.

It is important to keep your medicine cabinet stocked at all times. For further advice, just [click here](#).



# Use the right service

 <p><b>Self care</b></p> <p>Visit <a href="http://www.nhs.uk">www.nhs.uk</a></p> <p>Minor cuts and grazes bruises and minor sprains Coughs and colds Sore throat</p>	 <p><b>Pharmacy</b></p> <p>Minor ailments Bites and stings Upset stomach Medication advice</p>	 <p><b>NHS 111</b></p> <p>Feeling unwell? Need medical advice? Don't have a GP to call?</p>	 <p><b>GP Advice</b></p> <p>Out of hours call 111</p> <p>Persistent symptoms Chronic pain Long term conditions</p>	 <p><b>Urgent Care Centres</b></p> <p>Breaks and sprains X-Ray and ultrasound Cuts and grazes Fever and rashes</p>	 <p><b>A&amp;E or 999</b> Emergencies only</p> <p>Choking Chest pain Blacking out Serious blood loss</p>
---	---	--	--	---	---

## Patient support services

The government have released a new website for patients to use in finding out what help you can get if affected by coronavirus. This service is available to all patients who are seeking advice and guidance on the topics such as:

- Feeling unsafe
- Going in to work
- Paying bills or being unemployed
- Getting food
- Having somewhere to live
- Mental health and wellbeing.

You can click this link for more information. Other services available

- **LUV Preston Food Bank** is a team of volunteers who help with delivering food parcels weekly to those in need of emergency food provisions and work with people to refer them to other support and to help them find longer term sustainable solutions. For further information you can contact 01772 298107 or visit their website.

- **Salvation Army Food bank** – Harrington St, PR1 7BN  
<https://www.salvationarmy.org.uk/preston>

- **Noor Foodbank** – Noor Hall, Noor St, Preston, PR1 1QS  
<https://noorfoodbank.co.uk/>

- **Holy Family Church** – Whitby Avenue, Ingol, Preston, PR2 3YP  
<http://holyfamilyparish.weebly.com/>

- **Intact Community Pantry** can take home a bag of food for £3. Call intact 01772 760 760. – 49 Whitby Avenue, Preston, PR2 3YP

## Mental Health Teams

We understand that now more than ever can be a difficult time for those struggling with mental health. We have therefore revised the list of Mental Health Support services available to use.

- **Domestic Violence & Abuse for Men and Women NHS Domestic Violence & Abuse CALM**, [www.thecalmzone.net](http://www.thecalmzone.net)  
Tel: 0800 585 858.  
Available from 5pm – Midnight.
- **Heads Together**, [www.headstogether.org.uk](http://www.headstogether.org.uk)  
Available 24/7
- **Mind**, [www.mind.org.uk](http://www.mind.org.uk)  
Tel: 0300 123 3393.  
Available 24/7.
- **Papyrus**, [www.papyrus-uk.org](http://www.papyrus-uk.org)  
Tel: 0800 068 41 41 (under 35yr olds)  
Available Monday – Friday 9am-10pm, Weekends 2pm – 10pm and bank holidays 2pm – 10pm.
- **Samaritans**, [www.samaritans.org](http://www.samaritans.org)  
Tel: 116 123 or 08457 116 123  
Available 24/7.
- **The Haven**, [richmondfellowship.org.uk](http://richmondfellowship.org.uk)  
Tel: 0330 008 3672.  
Available Monday – Friday 11am-11pm or Saturday & Sunday (inc bank holidays) 12pm – 11pm.
- **Big White Wall**, [theteam@bigwhitewall.com](mailto:theteam@bigwhitewall.com)  
Tel: 0203 405 6196.  
Online 24hr service.
- **Kooth**, (11-16yr olds) <https://www.kooth.com/>  
Online 24hr service.
- **Military Veterans' Service**, [penninecare.nhs.uk/military-veterans-service](http://penninecare.nhs.uk/military-veterans-service)  
Tel: 0300 323 0707.  
Available Monday to Friday, 9am to 5pm.

- **Central Home Treatment team,**  
Tel: 01772 773433 for when you feel you are in crisis and at risk any time at weekends or on bank holidays.
- **Mental Health Helpline,** <https://www.lscft.nhs.uk/>  
Tel: 0800 915 4640.  
Available from 7pm-11pm Monday - Friday and 12midday - 12midnight Saturday & Sunday.

If you would like to speak to a Doctor about your mental health, please contact us Mon-Frid 8am-6:30pm on 01772 920202 or 01772 282700.

If you feel you need urgent help for your mental health but it's not an emergency and your GP is not open, please telephone 111.

If you feel your life is at risk or you may have seriously injured yourself and can no longer keep yourself safe, please telephone 999.

