

# 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.

We know there may be some uncertainty around guidance regarding coronavirus, so we have tried to summarise our position in a [single document](#) for patients to refer to.

We have also created a document with the most up to date information about the practice, NHS services and what has changed during the pandemic. As services change daily, please head to our home page to view the document.

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](#)



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## Broadway Surgery closure in response to COVID-19

We would like to reassure our patients and anybody wishing to join the practice that we have not shut down our Broadway Surgery. Instead, it is just closed to the public temporarily in response to COVID-19. Our Doctors, Nurses and admin staff are still working tirelessly behind the scenes.

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.

If the Doctor or Nurse decides that they need to see you face to face, you will be asked to attend our Ingol Health Centre, where we have measures in place to keep our staff and patients safe.



## TEMPORARILY CLOSED

IN ORDER TO PREVENT THE SPREAD OF THE COVID-19 (CORONAVIRUS).

## The Team

We now 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 2 new members of the team to the practice:

**Sister Diane Jones** Sister Jones has joined our nursing team, having previously worked at a GP surgery as a Practice Nurse. She will be working closely with the Nurses to promote all aspects of healthy living, ensure health reviews are kept up to date, advise on travel medicine, assist with minor surgery and run disease management clinics.

**Michael Hughes** Michael is joining us as an Urgent Care Practitioner, having previously worked as a paramedic for A&E. Michael will be working alongside our other Urgent Care Practitioner, Paula, who will deal with all of our on the day emergency appointments.

## New roles

At the beginning of April, Dr Webster was offered the position to become a Partner at the practice, alongside Dr White, Dr Chaudhri, Dr Walsh, Dr Murray, Dr Anjan and Dr Rangaswamy, which was accepted!

Sister Julie van Mierlo was offered Lead Nurse who also accepted and will start her new role from the beginning of May. This is with the full support of Pauline and the whole nursing team who feel that as Julie works over 5 days she is better placed to have the overall responsibility for the team.

Congratulations!

## Staff Training Days 2019/20

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 and Fridays at our Ingol Health Centre.

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 and gloves 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](#).

## 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.



## 7 Day Access

Patients can be seen during the weekend and evenings for both Practice Nurse and GP appointments.

The weekend appointments will not be held at Broadway Surgery or Ingol Health Centre, but instead they will be held on behalf of several practices at Briarwood Medical Centre and Penwortham St Mary's. We currently have Dr Joanne Murray and Dr Nidghtta Anjan working over the weekends along with Sister Melling and Aimie & Alicia, our Assistant Practitioners.

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.

## Patient Participation Group

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



## 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/>

Unable to get an appointment with your GP?

Evening and weekend appointments are available.

Ask your GP or call NHS 111.

STAY WELL  
THIS WINTER

## 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

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