

Patient Newsletter



WELCOME

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

Missed appointments

In February 2025, we recorded a total of 105 missed appointments.

We frequently hear concerns about the need for additional doctors, however, it is important to recognise that missed appointments result in wasted clinician time, money and resources. These missed appointments significantly affect other patients who are eagerly seeking healthcare support.

If you no longer require your appointment, please cancel it through your online app, replying "cancel" to your appointment reminder, submitting a request via our website, or by calling the practice directly. Click the links below to find an online app suitable for you.

- [Patient Access App](#)
- [My GP App](#)
- [NHS App](#)

If you have learning disabilities or difficulties, ask us about the [Meddi App](#)!

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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.



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.



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.

Not only can they offer advice they can issue emergency prescriptions out of GP hours. Please use [this link](#) to access this service.



when it's less urgent than 999

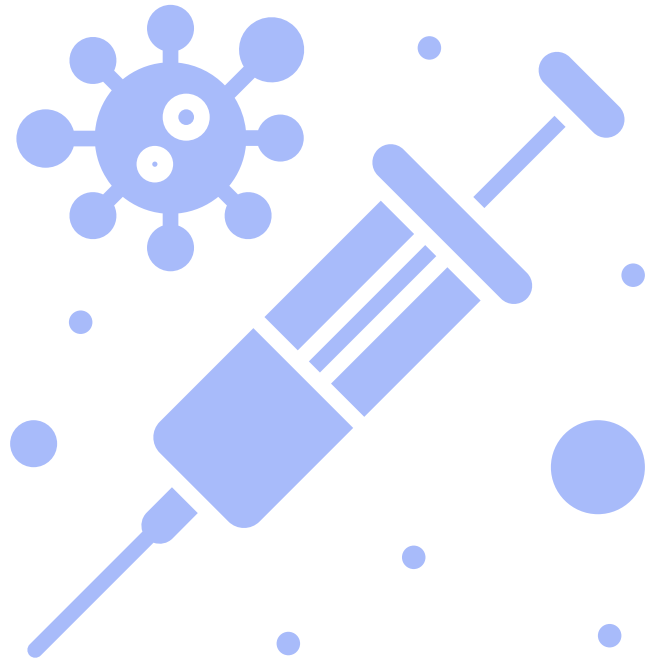


MMR Vaccines

Following a recent outbreak of measles, it is important that you are up to date with your MMR vaccination.

This is a long term vaccination and is given in two stages usually given in childhood, however, adults who have not had the vaccine can have this.

Should you wish to discuss this please contact the surgery and speak to one of the receptionists who can advise and book you in if required.



Spring COVID-19 Vaccinations

We will shortly be commencing clinics spring boosters of the COVID-19 vaccination. Those who will be eligible are:

- Adults aged 75 and over
- Care Home patients
- Patients 6 months and older who are immunosuppressed

If you fall into one of the above there is no need to wait for a invite, please contact the reception team who can book you an appointment.

BOOK NOW



Patient Feedback



We want to provide the highest standard of care and we are conducting this survey to help identify areas for improvement at the practice.

By doing so, we are asking our patients complete a survey. [Click here](#) to complete the survey.

Please answer ALL the questions you can, there are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

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.](#)

St Helens and Knowsley
Teaching Hospitals
NHS Trust

The Friends and Family Test

Give feedback on the services that provide your care



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 15th April
- Tuesday 13th May
- Tuesday 17th June
- Tuesday 22nd July
- Tuesday 16th September

Building Updates at Ingol Health Centre

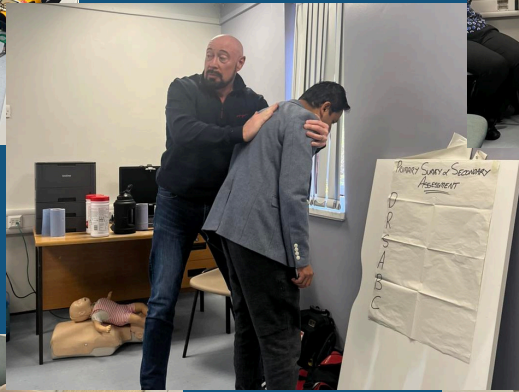
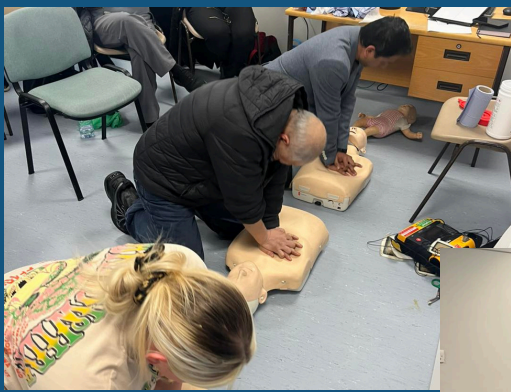
We are sorry for the inconvenience caused by the demolition work at our Ingol Health Centre, which has led to disruptions. While we are thrilled to witness this progress, we acknowledge the inconvenience it may cause to our patients. Our reception has been temporarily moved to the front of the building.

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



WHAT HAS BEEN HAPPENING AT THE PRACTICE?

On our last training day we spent the afternoon topping up our knowledge on basic life support. The whole practice took part and the session included CPR, responding to choking/anaphylaxis incidents, and how/when to use a defibrillator.



Screening
saves
lives

Help us
help you

Bowel cancer



Blood in your poo, which may look red or black



Changes in your poo, such as having diarrhoea or constipation



Needing to poo more or less often



Often feeling like you need to poo



Bleeding from your bottom



Feeling tired for no reason



Losing weight without trying



Tummy pain or bloating



Contact your GP practice if you have any of these symptoms for **3 weeks or more**



Finding bowel
cancer early makes
it easier to treat

The NHS bowel cancer screening kit can detect signs of cancer before you notice anything is wrong.



Breast screening saves lives



The test only takes a few minutes and can help detect breast cancer at an earlier stage



YOU'VE GOT TO FEEL YOURSELF

Whatever your age or gender, it's really important to know what's normal for your body & be aware of the signs of breast cancer.



LOOK changes in skin texture e.g. puckering/dimpling



LOOK swelling in your armpit or around collar bone



FEEL lumps and thickening



FEEL constant, unusual pain in your breast or armpit



LOOK unusual nipple discharge



LOOK a sudden change in size or shape

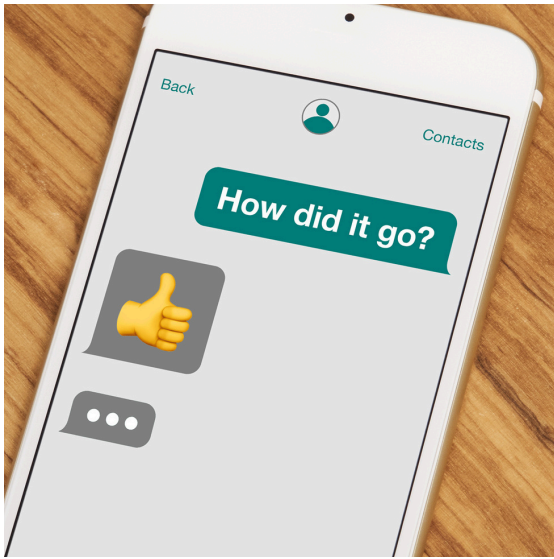


LOOK nipple inversion or a change in direction



LOOK a rash or crusting of the nipple or surrounding area





“My cervical screening was nothing to worry about”



Common signs and symptoms of cervical cancer



TO BOOK YOUR CERVICAL SCREENING, PLEASE CONTACT OUR RECEPTION TEAM WHO WILL ARRANGE AN APPOINTMENT WITH THE NURSES

Vaginal bleeding that's unusual for you – including:



Bleeding during or after sex



Bleeding between your periods or after the menopause



Heavier periods than usual



Changes to your vaginal discharge



Pain in your lower back, between your hip bones (pelvis), or in your lower tummy

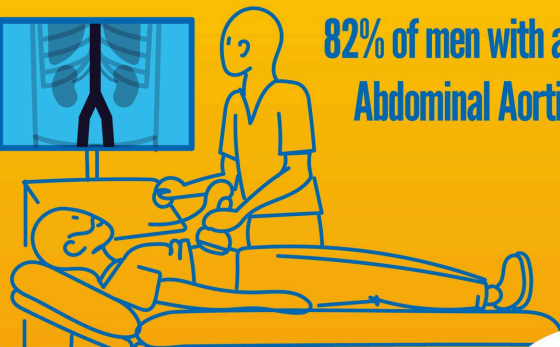


Pain during sex



These symptoms are very common and can be caused by many different conditions but it's important to get them checked by a GP.

We scan see the hidden killer



82% of men with an untreated Abdominal Aortic Aneurysm die from it

If you're a man aged 65+ don't ignore your invite for your FREE 10 minute...



Mental health services

Did you know.....

Every two hours a man in the UK takes his own life and it's the biggest killer of men under 49?

Male suicide and mental health is a big issue that demands more attention. It's unacceptable that so many men are dying from suicide daily, yet there is still so much stigma surrounding this subject.

If you are suffering with your mental health or know a male who is there are service to help get the support needed.

Are you coming to watch the game tomorrow? 18:32 ✓

Today

Honestly mate, if you're struggling.
There is help here.
DOWNLOAD THE STAY ALIVE APP
www.stayalive.app

HealthierLSC.co.uk/MaleSuicide
#SuicidePrevention

GRASSROOTS
SUICIDE PREVENTION

NHS Lancashire and South Cumbria Integrated Care Board

Talking Therapies

Do you live, work or study in Lancashire? NHS Talking Therapies Service are providing a range of FREE therapy options recommended by the National Institute for Health and Care Excellence (NICE) for common mental health problems such as depression and anxiety.

[Click here](#) to book your free course!