

Patient Newsletter



WELCOME

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

We start by introducing you to our partner gps, salaried gps and management team.

GP Partners

Dr Melanie Walsh
Dr Joanne Murray
Dr Nidghtta Anjan
Dr Anitha Rangaswamy
Dr Dawn Webster

Salaried GPs

Dr Veena Thangaraj
Dr Fahima Shakir
Dr Preethi Gananathan

Practice Management

Tracy Cottam - Practice Manager
Danielle Longdon - Deputy Practice Manager
Diane Baily - Clinical Co-Ordinator
Brenda Lee - Reception Supervisor

We have a fabulous team of nurses, a clinical pharmacist, pharmacy technicians, clinical coders, medical secretary's, administrators and care navigators.

We take pride in the cohesive team we have evolved into.

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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

COVID-19

COVID-19 vaccines are offered because viruses change and protection fades over time. It's important to top up your protection if you're at increased risk of serious illness from COVID-19.

Eligible patients will be contacted to book an appointment from 3rd October 2024.



Seasonal Vaccinations & Winter Health

Some people are more vulnerable to the effects of cold weather.

Keeping warm over the winter months can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

Heat your home to a temperature that's comfortable for you. If you can, this should be at least 18°C in the rooms that you regularly use, such as your living room and bedroom. This is particularly important if you have a health condition. It's best to keep your bedroom windows closed at night.



FLU

The flu vaccine helps protect against flu, which can be a serious or life-threatening illness. It's offered on the NHS every year in autumn or early winter to people at higher risk of getting seriously ill from flu.

Eligible patients will be contacted to book an appointment.

RSV

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

Each year in the UK, RSV accounts for around 30,000 hospitalisations in children aged under 5 and is responsible for 20 to 30 infant deaths. It also causes around 9,000 hospital admissions in those aged over 75. The RSV programme could free up thousands of hospital bed days and help to avoid hundreds of deaths each year.

We are delighted to inform you that invitations for the RSV vaccine will be sent to our patients soon. Our team is currently planning clinics and ensuring adequate vaccine stock levels. We kindly ask you to wait until you receive an invitation before reaching out to the practice. Click the link below to learn more about the RSV vaccination.





There are a number of options available for women's health services at the surgery: coil insertions & removal, contraceptive implant insertion & removal, ring pessary insertion and change, cervical screening and family planning advice.

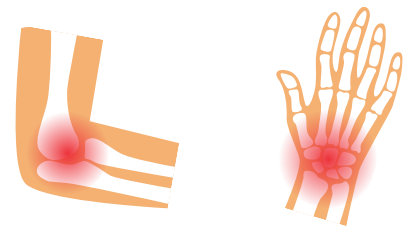
In the Minor Surgery clinic, the doctors are able to remove skin lumps, cysts, moles and skin tags. (Please note that these procedures are carried out for medical reason only).

The doctors are able to carry out a number of steroid injections for those suffering with inflammation of the joints, for example shoulder, knee, carpal tunnel and tennis elbow.

SERVICES AT THE PRACTICE

At our Ingol Health Centre we offer a number of different services to enhance your health and wellbeing, such as Women's Health, Minor Surgery, Steroid Injections, INR Monitoring, Travel Vaccinations, NHS Health Checks and Chronic Disease Monitoring.

Please contact the surgery to book an appointment with any GP to discuss your options.



SERVICES OUTSIDE THE SURGERY

All pharmacy's have the ability to prescribe antibiotics for certain ailments.

To find out how they can help, please [click here](#).

NHS 111 can offer 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

Are you in a mental health crisis?

Then call...

111

and select the mental health option



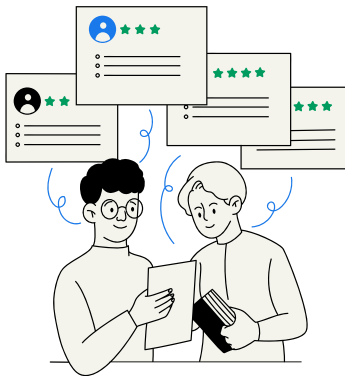
First Response Service

PRESCRIPTIONS

Did you know that you can order your repeat prescriptions online?

[Click here to learn more.](#)

If you do not have online access, you are able to collect an application form from the practice. Kindly remember to bring along two forms of identification.



FEEDBACK

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.

We are thrilled to announce that our Deputy Practice Manager, Danielle, has revived the PPG group, with its first 2024/25 meeting scheduled for 26th of September 2024.

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

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

- Tuesday 22nd October
- Tuesday 12th November



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!



NPMP INTRODUCES MEDII APP

Exciting news!

We are thrilled to introduce the innovative Medii app for patients at our practice with intellectual disabilities and autism.

This App has been fully funded and is aimed at improving the well-being of people with learning disabilities where it will become the person's personal digital diary. Medical, social and mental well-being can be recorded simply in this App. It includes many other features such as keeping a health passport and storing hospital letters.

[Click this link to learn more.](#)



COMMUNITY BASED INITIATIVES

Increasing numbers of people are at risk of developing frailty. GP practices and communities are joining forces to aid those at risk of frailty in maintaining good health in the comfort of their homes or community. This collaborative effort aims to help individuals steer clear of unnecessary visits to A&E and guide them towards recovery post-hospitalisation.

We have curated a [topic page](#) focusing on community-based initiatives established to support individuals within our local community.

If you know of any community-based initiatives that are taking place, please email danielle.longdon@nhs.net

