

Patient Newsletter



WELCOME

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

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September Highlights: Take a look at our statistics!

-   GP Appointments: 1,821
-   Nurse/HCA Appointments: 2,528
-  Blood Tests: 380
-  Vaccination/Immunisations: 303
-  Wound Care Treatments: 40
-  Home Visits: 84
-  Telephone Engagement:
 - Calls Handled: 2,885
- Call Back Requests Addressed: 871
-  Online Triage Requests Processed: 304
-  Prescriptions Issued: 4,131
-  Referrals: 300

-  Documents Processed: 4,500 (avg.)
-  Results Reviewed: 4,589
-  Annual Review Invites/Reminders Sent: 833

-  Unfortunately, we also saw:
 - Missed GP Appointments: 102
 - Missed Nurse Appointments: 67

Please remember to cancel your appointment if it is no longer needed. You can reply to your text reminder, cancel via the app, contact us via our website or telephone us.

Thank you to our dedicated team for their hard work and to our community for your continued support! 

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 daily
- 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

Online Triage Service

Did you know that you don't have to wait in the telephone queue to request things like routine GP appointments, sick notes, prescriptions, doctors letter and general enquires relating to your health – referrals, test results etc

Simply click the link below to submit your symptoms/request, and a member of our team will be in touch!

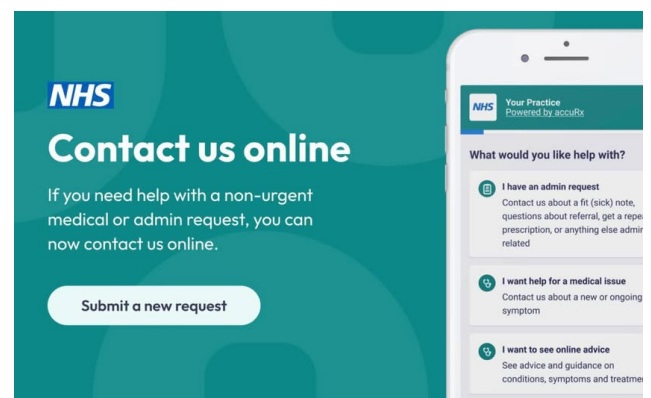
Our online triage service is open Monday – Friday 8am – 6:30pm for routine appointments. You can click the link below or head to our website to submit your request

accurx.nhs.uk/patient-initiated/p81103

Updated Opening Hours

Effective Friday 2nd October 2025, our doors will close at 6pm (excluding Wednesday, Thursday and Saturday at Broadway Surgery – please refer to our opening times for details).

Kindly note that our telephone lines will remain operational until 6:30pm.



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.



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

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.

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**



Updates on NHS services

WAITING AREA

Waiting lists and Expedite letters

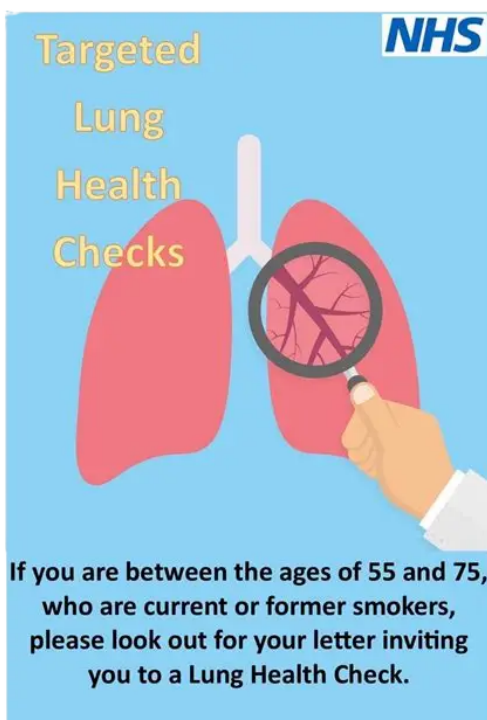
Unfortunately, GPs have no control over where you are on the waiting list and are unable to enquire about and / or expedite your referral. An expedite letter has no influence over hospital waiting lists.

All our hospitals and community specialist services have dedicated teams available to help you with such queries and problems called the "Patient Advice and Liaison Service" (PALS). They help manage your journey through the NHS following our GP referral. They have access to information about waiting times and appointments that we don't. Sadly, we don't have the same size teams as hospitals to help manage their queries, so contacting the PALS team should be your next step, they are ideally placed to help you. You can also find current waiting times online via my planned care.

In the meantime, if your symptoms become more severe, please contact the specialist's secretary. Contact details will be on any correspondence from the hospital. For new symptoms which may not be related to your original condition please let us know.

You can find links to current waiting times and how to find your relevant PALS below:

- Lancashire Teaching Hospitals: Waiting Lists
www.myplannedcare.nhs.uk/nwest/lancashire/
- Lancashire Teaching Hospitals: PALS www.lancsteachinghospitals.nhs.uk/patient-experience-and-pals



Lung Cancer Screening

If you're aged 55 to 74 and have ever smoked, you might be eligible for a NHS lung cancer screening. It's a quick, simple way to spot early signs of lung problems, including cancer. Lung cancer often has no symptoms until it's more advanced – but a scan can find it early, when it's easier to treat. You'll be contacted by the NHS if you're eligible. Please don't ignore your invite – it could save your life.

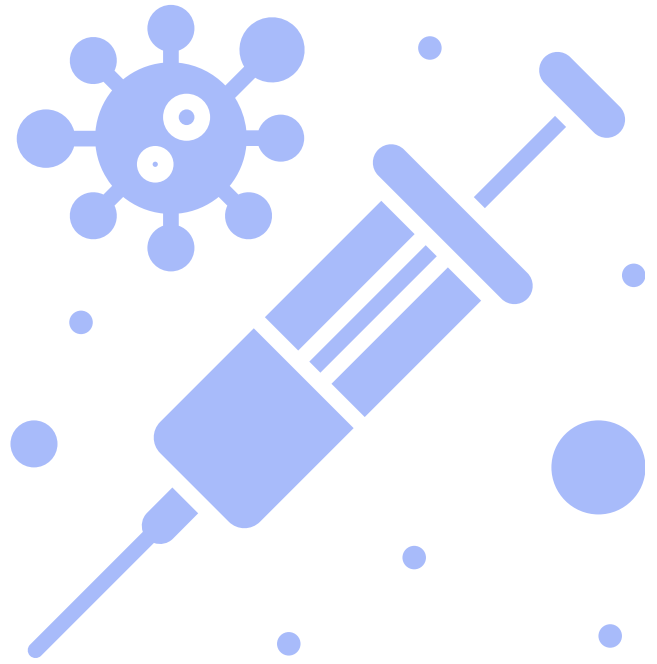
Find out more at
<http://roycastle.org/lungcancerscreeninglancashire> or
email lscib.lungscreening.enquiries@nhs.net

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.



Winter flu and COVID-19 Vaccinations

We are taking bookings for our flu and COVID-19 vaccinations. Those who will be eligible for COVID-19 boosters are:

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

Eligibility for flu vaccinations are:

- If you are pregnant
- Over 65 years
- Aged 6 months to 64 years and immunocompromised
- A carer or in close contact to someone who is immunocompromised

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



The HPV vaccine helps protect against human papillomavirus (HPV). It's recommended for children aged 12 to 13 years old and people at higher risk from HPV, it is usually given by school nurses.

The HPV vaccination at the GP surgery can be given if you are aged 14-25 and you have missed the HPV vaccine in school.



If you feel you may be eligible for the HPV vaccine and have not received a text from the surgery to book, please call our reception team and they will happily look into this and book you in if needed.



It's still important to attend cervical screening appointments if you've been vaccinated against HPV, as there's still a small chance you could get cervical cancer.

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.

Patient Feedback is In

Thank you to everyone who took part in our recent patient survey – your feedback matters!

■ 26% found it easy to get through by phone – In response, we have implemented a new phone system featuring 'call back' capabilities to enhance ease of contact

🌐 23% found it easy to contact us via our website – We have revamped our website, and now offer a user-friendly triage service, which allows for seamless requests related to appointments, sick notes, prescriptions and more

👋 78% found our reception/admin team helpful

🚶 92% knew what the next step would be within two days of contacting us

😊👩 96% had confidence and trust in their healthcare professional

💡 90% felt listened to during their last appointment

💬 86% felt their the healthcare professional was good at treating them with care and concerns

? 96% reported being involved in decisions about their care and treatment

✅ 98% felt their needs were met during their last appointment

We remain committed to delivering the highest quality and safest care to our patients. Your feedback is invaluable, and we continually asses our procedures to improve and refine them

FRIENDS & FAMILY TEST (FFT)

St Helens and Knowsley
Teaching Hospitals
NHS Trust

The Friends and Family Test

Give feedback on the services that provide your care



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.](#)

In September 171 surveys were sent out to patients and we had 50 responses. Here are some of the things they had to say about the practice

60% scored the practice at very good
22% scored the practice at good
2% scored the practice poor
4% scored the surgery very poor

82% of patients would recommend the surgery to friends and family

We placed 10th of all practices using FFT

Comments made from patients

Good
Pleasant
Helpful
Happy
Efficient
Knowledgeable
Friendly

Caring
Professional
Nice
Approachable
Excellent
Clear
Attentive

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](#).



You and Your General Practice (YYGP)

The below guide tells you what to expect from your general practice (GP) and how you can help them, so you get the best from the National Health Service (NHS).
You and your General Practice (YYGP) Guide

LATEST UPDATES

AI Medical Scribes: Enhancing Your Care Experience

Some clinicians at our practice may use AI Medical Scribe to assist with writing patients notes. Examples of products are Heidi and AccuRx scribe.

🤖What is an AI Medical Scribe?

An AI medical scribe is a digital assistant that helps your clinician by listening to your consultation and creating a summary of the discussion. This allows your doctor to focus more on you, rather than typing notes during your appointment.

✅Benefits for You

More attention to detail from your clinician: With less time spent on typing, your doctor can concentrate fully on your records.

Clear and accurate records: AI scribes help ensure your consultation is documented thoroughly and correctly.

Improved access to care: Clinicians save time, allowing them to see more patients and reduce waiting times.

Multilingual support: Some AI scribes can assist in multiple languages, helping overcome communication barriers.

🔒Your Privacy and Consent

Your voice is not stored: AI scribes do not keep recordings of your consultation.

Only relevant medical information is saved: Your GP decides what goes into your record.

You are in control: You can ask your clinician not to use AI scribe at any time. This will not affect the quality of the care you receive.

Data protection: AI scribes comply with UK GDPR and NHS data security standards.

⚠️Things to Know

Your clinician always reviews the notes before they are added to your record.

AI scribe are tools, not decision-makers: They assist with documentation but do not replace clinical judgement.

You can ask questions: If you're unsure or uncomfortable, speak to your clinician.

👤Your Choice Matters

If you prefer not to use an AI scribe, simply let your clinician know. You'll still receive the same high standard of care.

WHAT HAS BEEN HAPPENING AT THE PRACTICE?

On Friday 25th July 2025, North Preston Medical Practice came together with NHS Property Services, Deputy Mayor of Preston Councillor Nweeda Khan and the NHS Lancashire and South Cumbria Integrated Care Board to celebrate the opening of our refurbished Ingol Health Centre.

In addition to a full refurbishment of existing clinical rooms, the project has added seven new clinical rooms to increase capacity for GP services and convert the site into a Net Zero facility. To read more about the project, click [this link](#).

Here is a brief video featuring our partner GP, Dr Anjan. Enjoy watching!



[Click here to view the video](#)



Menopause Awareness

In light of World Menopause day on 18th October – Menopause and perimenopause symptoms can have a big impact on your daily life, including relationships, social life, family life and work. It can feel different for everyone. You may have a number of symptoms or none. Symptoms usually start months or years before your periods stop. This is called the perimenopause.

The main medicine treatment for menopause and perimenopause symptoms is hormone replacement therapy (HRT), which replaces the hormones that are at low levels. There are other treatments if you cannot, or choose not to, have HRT.

Some symptoms to look out for are –



Night sweats



Difficulty sleeping



Low mood or anxiety



Problems with memory and concentration



Hot flushes



Reduced sex drive



Joint pains



Vaginal dryness

If you think you have any of the symptoms of menopause, call the surgery or use our online triage to book an appointment with the GP



Hormone replacement therapy (HRT)



Testosterone gel for reduced sex drive



Oestrogen for vaginal dryness and discomfort



Non-hormone medicines



Cognitive behavioural therapy (CBT)

Further information and support are on these websites–

[Women's Health Concern](#)

[Menopause Matters](#)

[Daisy Network for premature menopause](#)

[Menopause Café](#)

[Queermenopause](#) for people who identify as LGBT+

STOP TOBER

Let's quit smoking together

What happens when you quit?

The sooner you quit, the sooner you'll notice changes to your body and health. Look at what happens when you quit for good.



After 20 minutes
Check your pulse rate, it will already be starting to return to normal.



After 8 hours
Your oxygen levels are recovering, and the harmful carbon monoxide level in your blood will have reduced by half.



After 48 hours
Your carbon monoxide levels have dropped to that of a non-smoker. Your lungs are clearing out mucus and your senses of taste and smell are improving.



After 72 hours If you notice that breathing feels easier, it's because your bronchial tubes have started to relax. Also your energy will be increasing.



After 2 to 12 weeks
Blood will be pumping through to your heart and muscles much better because your circulation will have improved.



After 3 to 9 months
Any coughs, wheezing or breathing problems will be improving as your lung function increases by up to 10%.



After 1 year
Great news! Your risk of heart attack will have halved compared with a smoker's.



After 10 years
More great news! Your risk of death from lung cancer will have halved compared with a smoker's.

Stop smoking Start saving

Join the thousands of people who are stopping this October.



Download the free NHS Quit Smoking app to get started.



NHS

STOP TOBER

Better Health
Let's do this

If you want to quit smoking but need help either download the NHS Quit Smoking app or contact Lancashire Smoke Free service on 0808 1962 638 or smokefreelancashire.org.uk

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**

NHS

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

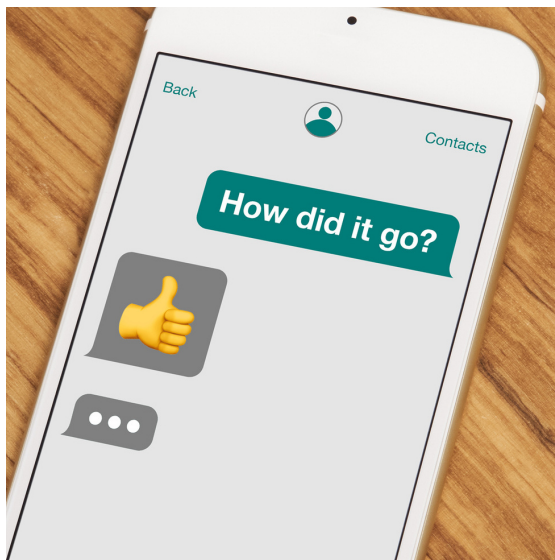


LOOK nipple inversion or a change in direction



LOOK a rash or crusting of the nipple or surrounding area





NHS

“My cervical screening was nothing to worry about”

Screening saves lives
Help us help you

Common signs and symptoms of cervical cancer

NHS

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

NHS



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!