### LYTHAM ROAD SURGERY

### Summer 2024

## In this Issue

## Team Update

* Contact us Online.
* Missed Appointments
* Anniversary
* Self-referrals
* NHS App Workshop
* Menopause Workshop
* Prescriptions ordering via voicemail.
* Marathon



Lytham Road Surgery

**CQC overall rating**

Good

28 April 2017

**Lytham Road Surgery**

**Fatima Health Centre**

 **1st Floor**

**228 Garstang Road**

**Fulwood**

**Preston**

**PR2 9QB**

**Tel: 01772 716033**

**Welcome to the Summer edition of the patient newsletter, editions are Newsletter available online and in the surgery.**

**TEAM UPDATE**

**Receptionists**

We have had some leavers, Sam K and Sam P have left the practice for pastures new, we wish them well.

We have a big warm welcome to some new team members on reception – Maddie, Abbie, another Natalie, Bethany and finally Lisa, we have bolstered our team as Layla our fabulous Reception Team Leader will be going on maternity leave in August, also the wonderful Imogen from reception will going on maternity leave at the same time, thankfully we have removed the seat that seemed to be causing that issue 🤣 and we look forward to welcoming their new bundles of joy 👶

**Secretaries**

Hannah left us earlier on this year to work for t and we wished her well. Jasmine joined us as a temporary secretary and will be with us till the end of August.

Kathryn, who has worked for the practice for 20 years! Will be retiring in July; she is moving to Yorkshire (we won’t hold it against her!) to be nearer the daughters and grandson, we are having a wonderful afternoon to help her celebrate her retirement and we wish her well 🎉

**Admin Team**

Congratulations to Tyra our Quality and Contracts manager who has recently completed and passed PRINCE2 course, we look forward to her managing our projects 😊 – well done Tyra, it was no mean feat!

**Contact us Online.**

### Online Services

We have been using the online service for a while now and this is working, well – please use this if you have a non-urgent query, be that administrative or medical – we aim to reply within three working days. You only need to answer three questions before sending, and it will immediately identify you and saves you from

If you do not have access to the internet or find it difficult to use a computer or smartphone you can call reception instead. You can access the new form direct from our website home page or through this link [Contact us about your request (accurx.com)](https://florey.accurx.com/p/P81015)

Ruth one of our clinical coders, will be leaving us in August after working for the NHS for 24 years! she will pursuing a new venture in the prison service, and we wish her well! 🎉

**Healthcare Team**

Our HCA Abbie left us for maternity leave last October and has returned in July this year, she welcomed a lovely bouncing baby boy to her family.

**Doctors**

Dr Mohamed left us in May to further his career in Canada 🥶he is doing well and has also added another bouncing baby boy to his family, we wished them all well on their departure.

We have welcomed Dr Salma Sultana to the team of general practitioners at the surgery, bringing our total number of doctors to 10!

**Advanced Nurse Practitioners**

We welcome Jess Scott back from maternity leave, after the birth of her gorgeous baby girl, a little early, but thankfully all is well 😊 and we congratulated her on her engagement recently too 💍

**FRIENDS AND FAMILY TEST**

The friends and family test has been re-introduced. Texts will be sent out after appointments via text if we hold a mobile phone number. You can also complete via our website and a paper version in the surgery.

Results can be viewed on our website.

**Would you like to join the Patient Participation Group?** The aim of the Patient Participation Group is to promote co-operation between the Practice and the Patients to the benefit of both.

**Missed appointment.**

Despite sending numerous reminders to patients, we are still experiencing missed appointments, can we please ask that you inform us if you are unable to attend for an appointment in good enough time to enable us to offer the appointment to someone else, we do send out reminders by text message to all those patients that have a mobile phone, with the facility to cancel if you no longer need the appointment, please use this is appropriate – thank you.

**2027 anniversary.**

We are looking for some ideas for our 100-year anniversary – it is quite a way off, but we like to be organised here at LRS - the origins of the practice can be traced back to Dr J Bernstein in 1927 – so we would be grateful of any ideas you have as to how we can celebrate this milestone.

**Menopause Workshop**

We are also thinking of holding a menopause workshop – this would be open to all patients, as sometimes partners would benefit from some information – again please let us know if you are interested and the date will be coming out shortly – we are looking for this to be held at the surgery on a Saturday afternoon, we would anticipate this being after the summer holidays, please contact tracy.mayer1@nhs.net if you would like take part or would like more information.

**Prescription requests via voicemail**

On the 1st of December 2023, we stopped accepting prescription requests via voicemail, however housebound or vulnerable patients can still order via voicemail, but if you have access to the internet, it is much easier for you and for us if you order via the NHS app (other apps available).

**WELL DONE TO DR ROBERTSON! – completed the London marathon in April this year, with a time of just over 6 hours, and raised £4020!! for Sue Ryder, we would like to thank all those that contributed to her fundraising, she could not have done it without your generosity**

**Self-Referrals**

Did you know that you can self-refer to the following services.

**Physiotherapy**

To refer to Physiotherapy service via the online web form at [CLMW: Physiotherapy self-referral | Ascenti](https://www.ascenti.co.uk/clmw-self-referral) or by telephoning: 01772 520900.

**Sleep Station**

To self- refer to Sleep station via their website [Sleepstation - sleep improvement & insomnia course](https://www.sleepstation.org.uk/)

**Antenatal**

To self- refer to antenatal, please go to <https://www.lancsteachinghospitals.nhs.uk/pregnancy-self-referral>

**Mindsmatter**

To self- refer to MindsMatter, please go to [Mindsmatter :: Lancashire and South Cumbria HS Foundation Trust (lscft.nhs.uk)](https://www.lscft.nhs.uk/services/psychological-therapies/mindsmatter) or call 01772 773437

**Initial response service 24hr Mental Health Support Line**

To refer to Initial response please call 0800 0130708.

**Weight management**

Patients can self-refer to this service aged 18 and over. BMI ranging from 30 to 39.9.  Can self-refer please ask reception team to send you a referral form.

**Inspire Substance Misuse Service**

To refer to Inspire substance misuse service – 08081 698 673 or [Inspire – Welcome to Inspire Lancashire (inspirelancs.org.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Finspirelancs.org.uk%2Fnorth-and-central%2Finspire%2F&data=05%7C01%7Csamantha.ruscoe%40nhs.net%7C3444b4430381407f858108db05c8438f%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638110129895117024%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=DXYRMVESuJCXhoRTU9AUjp1a7GoTzuXB%2BkQUO6%2Bk52g%3D&reserved=0)

**Social Services**

To refer to Social Services please call 0300 123 6720.

**Do you have any suggestion for the next edition of the Newsletter?**

**Please email tracy.mayer1@nhs.net**