

LYTHAM ROAD SURGERY

Autumn 2023

In this Issue

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



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 autumn edition of the patient newsletter, editions are Newsletter available online and in the surgery.

TEAM UPDATE

Receptionists

We have had some recent changes to our reception team, Caroline is now only working Saturday morning, after taking up a job with the local Primary Care Network. Lauren has moved on to pastures new and we welcome a new Sam who will be starting with the reception team in a couple of weeks.

Sam Ruscoe our patient services coordinator has decided the time was right for her to leave us here at LRS to care for elderly relatives, very admirable decision and she will be sorely missed.

CONGRATULATIONS!

We would like to send our congratulations to Alannah our clinical coder and Sophie our receptionist on their recent marriages. 😊

Doctors

We are delighted that Dr Joseph Oladinni, Dr Adeel Akram and Dr Mohamed Mohamed are now working for us as salaried GP's and between them they work 13 sessions, a great welcome to them all and a fabulous boost for our fantastic team of doctors.

Contact us Online

Online Services

We have been using the online service for a while now and this seems to be 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://www.lrs.co.uk/contact-us-about-your-request-accurx-com)

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 – thank you.

Nearly at our two-year Anniversary in our new building & Anniversary coming up.

We can't believe how quick time has flown; we have nearly been in our new home for 2 years!

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.

NHS App workshop

We are aware that we may have patients that need some assistance with using the NHS App – we are thinking of putting a workshop to help with this, please let us know if you are interested – the date will be coming out shortly.

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.

Prescription requests via voicemail

As from 1st December 2023, we will no longer be accepting prescription requests via voicemail, this was relaxed over Covid, and we now think the time is right to go back to ordering via NHS App (other apps are available) via email or by dropping your request into the box in reception. If you are on our housebound or vulnerable list you will still be able to order via voicemail – but please help us by remembering to include your name, DOB, and what you would like to order.

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](#) or by telephoning: 01772 520900.

Sleep Station

To self- refer to Sleep station via their website [Sleepstation - sleep improvement & insomnia course](#)

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 \(lscft.nhs.uk\)](#) 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 28 to 39.9. Can self-refer via the website [Weight Management Programme - Preston North End \(pnefc.net\)](#)

Inspire Substance Misuse Service

To refer to Inspire substance misuse service – 08081 698 673 or [Inspire – Welcome to Inspire Lancashire \(inspirelancs.org.uk\)](#)

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