

New Longton Surgery

YOUR SURGERY - YOUR HEALTH - OUR PRIORITY

Patient Information Newsletter.

Issue 1 Autumn 2025

Welcome to our first Practice newsletter. This has been designed by the Patient Participation Group to share important news relating to your GP surgery at New Longton.

We realise that not all our patients have access to social media or the internet so this newsletter will bring you up to date with all our latest health campaigns and the day to day running of the surgery.

It is most important to us that your contact with the surgery is a positive one. You will have heard in the news how the NHS is undergoing changes as it seeks to modernise and cope with changing demands. This is no different here at our surgery. It is hoped that by keeping you updated you will understand how we have to operate to improve the care we offer.

Improved access to care.

New Longton Surgery is part of the Bridgedale PCN (Primary Care Network) which also includes Lostock Hall Medical Centre, Roslea Surgery, Riverside Medical Centre and The Ryan Medical Centre.

The PCN aim to improve care for patients by making services more joined-up, accessible, and proactive. Delivering services as part of the PCN allows us to improve access to care by employing staff in additional roles such as pharmacists, paramedics and social prescribers.

As part of our responsibilities as a PCN we must improve same-day access for patients with urgent needs and use tools such as digital telephone, online consultation systems and care navigation to streamline the patient journey. We provide further information about this under the "making an appointment" section in this newsletter.

It is important that PCNs monitor how well they are doing so your feedback through the GP patient survey is helpful. This is your opportunity to help us improve our service. So please take part if asked to help us help you.

What is the latest news and how will it affect me?

There are some services we can no longer offer, so just as we are commissioned to provide a service for example Physiotherapy, we can also be decommissioned in simple terms we will not be paid.

Services that have changed or we can no longer provide.

Ear Syringing: to access this service you would need to seek a private provider.

Blood Test Clinic: Lancashire and South Cumbrian NHS Foundation Trust (LSCFT) has previously provided our blood test clinic but this service has been removed. A blood test clinic will still be available at the surgery but provided with staff employed by the Bridgedale PCN. Sometimes if you are receiving care from a hospital, you may be required to have a blood test. Now we can only offer a limited number of these appointments and therefore you may be asked to attend the

hospital for your blood test. Priority for appointments at the surgery will be given to those patients undergoing cancer treatment at non-local hospitals (e.g. Manchester or Blackpool).

Prostate Level Monitoring.

We will provide blood test monitoring for patients requiring prostate level checks after hospital discharge.

Bariatric Surgery Monitoring.

We will offer blood tests to those patients who have had bariatric surgery more than two years ago.

Holistic Assessments.

Holistic assessments will be offered to a targeted group of patients to make sure all their needs are met.

Wound Care Services.

There will be a simple wound care service but more complex wounds will be referred to the treatment room. Our Nurse will advise you.

Making an appointment.

You can request an appointment by telephoning the surgery, completing the online consultation form via the website or the NHS app or by speak to a receptionist at the reception desk.

When you call for an appointment, you may find the receptionist asks you a series of questions about your situation. This may feel like the receptionist is being nosy but this is not the case. Our surgery has to comply with new changes that are all about getting you to the right person in a timely manner and moving away from the "first come, first served" system. You may hear that this is called care navigation. No matter how you request your appointment, all requests go through the care navigation process and are prioritised due to clinical need.

Under the guidance of Dr Whitworth, a series of questions and answers have been developed for the reception team. It's a bit like dialling 111 except it won't take as long.

Not every issue needs a GP appointment, by asking questions the receptionist can direct you to other team members like physiotherapists, social prescribers, or advanced nurse practitioners. Whoever you need to see, you could be offered an appointment face to face, or by telephone and it could be later in the day or at a weekend. It could even be at one of the other practices in the area. There is always the offer of a home visit for our most vulnerable and often elderly patients.

Do you know that we offer appointments between 6:30pm and 8:00pm on a Friday evening and one Saturday afternoon a month?

The NHS Patient Safety Syllabus

This is a programme for all NHS staff both clinical and non-clinical. Safety is everyone's responsibility, and it is all about learning from mistakes so staff learn from mistakes rather than being blamed when things go wrong.

What does this mean for me?

You may find staff ask you more questions about your care, you could be encouraged to give feedback or take part in safety improvement projects. An open honest approach will benefit everyone.

Winter Flu and Covid Campaign 2025.

It's that time of year again and this year New Longton Surgery will offer both Flu and Covid vaccinations to eligible groups. Covid Vaccine will be offered to adults 75 years and over, residents in care homes for older adults and those aged 6 months and over who are immunosuppressed.



Flu vaccines will also be available at the surgery. If you are contacted via the NHS app please book your appointment. If you access your vaccines elsewhere let the surgery know.

It is safe to have your Covid and Flu vaccine at the same time.

Improving our facilities.

We are working to improve our facilities at the surgery.

Work is due to commence on the reception office from Monday 15th September and is anticipated to last about three weeks.

What will this mean for me?

There will be no face-to-face receptionist. This means you will need to book any appointment by telephone or via the website. When you arrive for your appointment just take a seat in the waiting area and the clinician will call you through when they are ready. They will know you are waiting.

Please drop any samples off before 11 am in the dedicated sample box and make sure your sample is labelled and sealed. If you need to collect a sample pot telephone reception to let them know you are here, and they will bring this out to you.

Finally, Prescription request slips must be dropped off in the black box in the foyer. If this is not a repeat prescription, please complete the prescription form on the reception desk and place it in the black box.

Unless previously agreed please do not telephone the surgery to order a prescription.

We appreciate your patience and understanding whilst the work is carried out.

This newsletter has been compiled by Janet Edwards, member of the Participation Group in conjunction with the staff of New Longton Surgery.

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