



# PATIENT NEWSLETTER



Your quarterly update from Lancaster Medical Practice



Dalton Square | Galgate | King Street | Meadowside | Owen Road | Rosebank | University

## IMPORTANT PATIENT UPDATE



### CHANGES IN DELIVERY OF SOME SERVICES

In line with guidance from the British Medical Association (BMA), some underfunded services will be transitioned to other healthcare providers. To learn more, head on to page 2.

### WE HAVE UPGRADED OUR TELEPHONE SYSTEMS

You can now contact us using our new phone number **01524 238150**. This change ensures that we continue to provide the best care possible, with minimal disruption to you.



### OUR CONTACT NUMBER HAS CHANGED



# WE ARE MAKING CHANGES TO THE WAY WE DELIVER SOME SERVICES

## »»» EVERYTHING YOU NEED TO KNOW ABOUT THE NEW CHANGES TO SOME SERVICES

### WHY are we making these changes?

The pressures on GP practices have reached a critical point, with many facing closures due to unsustainable workloads and funding issues. The past decade has seen us lose over 1,000 GP surgeries and there are 10,000 fewer GPs across the UK. The Government have imposed a contract on GPs that is making it difficult to sustain safe and financially viable Practices.

As healthcare demands increase, it is crucial for us to focus on services that are fully funded and allocate resources where they are most needed. This way we can maintain the quality and timeliness of patient care while ensuring that our practice remains sustainable in the long term.

### HOW are we making these changes?

The British Medical Association (BMA) is a professional association and trade union that represents doctors and medical students in the UK. The BMA has proposed collective action in response to the increasing pressures on GP practices, ensuring that practices like ours can remain sustainable while continuing to deliver essential care.

We are not going on strike. These actions allow us to change the way we work while safeguarding your care. Not all services will be affected, some services that are underfunded or not fully supported will be transitioned to other healthcare providers.

### WHEN will these changes be made

Some of these changes have already been implemented, and we will be communicating directly with patients who may be affected. If your care is transitioning to another provider, we will provide you with all the information you need.

These transitions are handled carefully to ensure minimum disruption in your care. We have also been in close contact with our Patient Participation Group (PPG) and Healthwatch who will be providing crucial guidance as we navigate these changes.

Have more questions?



Scan here or speak to our reception team



*We care deeply about the community we serve, and these necessary but crucial changes will allow us to continue to provide your care and protect the future of General Practice in Lancaster. Our commitment to providing high-quality, patient-focused care remains unchanged. We will continue to prioritise your health and well-being in everything we do. We are working closely with the relevant healthcare providers to ensure there is minimum disruption to your care and that you receive the support you need.*

# LIZZIE HOLMES, OUR PRACTICE NURSE, AWARDED ESTEEMED QUEEN'S NURSE TITLE

Lancaster Medical Practice is delighted to announce that Lizzie Holmes, one of its dedicated nurses, has been awarded the esteemed title of Queen's Nurse by the Queen's Nursing Institute. This prestigious honour recognises nurses who demonstrate a high level of commitment to patient care, continuous learning, and leadership within the nursing profession.

The Queen's Nurse title is awarded to registered nurses with over five years of experience who have successfully undergone a rigorous application and assessment process. Candidates must showcase their expertise, dedication, and contribution to the field of nursing to be considered for this honour.



Lizzie Holmes, Practice Nurse,  
Lancaster Medical Practice

Lizzie Holmes, a Practice Nurse, is a highly respected member of the Lancaster Medical Practice team, known for her compassionate care and professional excellence. Her commitment to her patients and her role has made a significant impact on the community she serves. **Expressing her gratitude, Lizzie Holmes said, "Receiving the Queen's Nurse title is a true honor. It inspires me to continue striving for excellence in patient care and to make a positive difference in our community."**

Amy Williams, Managing Partner at Lancaster Medical Practice, praised Lizzie's achievement, **"Lizzie's recognition as a Queen's Nurse is a testament to her professionalism, hard work, and dedication. Not all applicants receive this title, which highlights the significance of her accomplishment. We are incredibly proud to have her as part of our team."**

Lizzie was formally honoured at an awards ceremony in London, joined by other distinguished nurses from across the country.

# WHAT IS PLANNED CARE?

## >>> WHAT HAPPENS WHEN YOU CONTACT THE PRACTICE AND ARE DIRECTED TO OUR PLANNED CARE TEAM?



Planned care focuses on providing consistent and proactive healthcare for non-urgent medical concerns. Our Planned Care Team is dedicated to ensuring patients receive the right care from the right clinician for their needs. This approach prioritises continuity of care and helps patients manage their health effectively. Our Planned Care Team works across four clinical teams, using their extensive knowledge of our clinicians' expertise and skills to direct patients to the most suitable appointment. By matching patients with the appropriate clinician, we ensure your concerns are addressed efficiently and effectively. Whenever possible, we aim to book appointments with a patient's named GP to maintain continuity of care.

### WHEN YOU CONTACT US TO MAKE AN APPOINTMENT VIA:



The online form at  
[lancastermedicalpractice.co.uk](http://lancastermedicalpractice.co.uk)



Dialing  
01524 238150



Walking in to one of  
our surgeries



Our online form and receptionists will ask a series of questions about your condition. Please provide as much information as you can - your answers are used to ensure you get the right appointment with the right person. If your care falls in planned care here is what will happen:



Your request is passed to our planned care team and you will be notified that you have been added to our waiting list. If an appointment is needed as part of your care, you will be contacted when one becomes available. We aim to provide continuity for planned care.



If you require a GP appointment, we will try to book planned appointments with your named GP where possible to ensure continuity of care. Planned appointments are triaged as 1 week appointments, 2 week appointments or routine.

Your GP has oversight of patients that are waiting for planned appointments.

# BEHIND THE SCENES



## >>> DO YOU KNOW WHAT THE PLANNED CARE TEAM DOES?

“ Here within planned care team at Lancaster Medical Practice we work in four clinical teams to help with continuity of care. Our main focus is directing patients to the most appropriate appointment with the most appropriate clinician for all routine appointments. The planned care teams have vast knowledge of all our clinicians and their skill sets in order to book the patient in with the most appropriate clinician for their medical concern. The planned care teams strive to champion continuity of care and where possible will book patients with their named GP if deemed appropriate. For more information regarding our clinicians and our clinical teams, please see our website [www.lancastermedicalpractice.co.uk](http://www.lancastermedicalpractice.co.uk) ”



**Luke Foxcroft**  
Non-Clinical Care Coordinator  
for the Cathedral Planned Care  
Team

# ARE YOU OVER STATE PENSION AGE, OR KNOW SOMEONE WHO IS?

## >>> PENSION CREDIT TOPS UP PENSION INCOME AND CAN HELP WITH DAY-TO-DAY LIVING COSTS.

If you are over State Pension age, **you may be eligible to claim Pension Credit**, even if you own your home or have savings. People who claim Pension Credit may also be able to get:

- The **Winter Fuel Payment\*** and other help with heating costs
- Help with rent and Council Tax
- A free TV Licence for those aged 75 or over
- Help with the cost of NHS services, such as NHS dental treatment, glasses and
- Transport costs for hospital appointments

You could be eligible for **Pension Credit** if your weekly income is below £218.15 or, if you have a partner who lives with you, £332.95. Qualifying income level may be higher in some circumstances.

Check your eligibility at [gov.uk/pension-credit](http://gov.uk/pension-credit) or by calling **0800 99 1234**



SCAN TO FIND  
OUT MORE



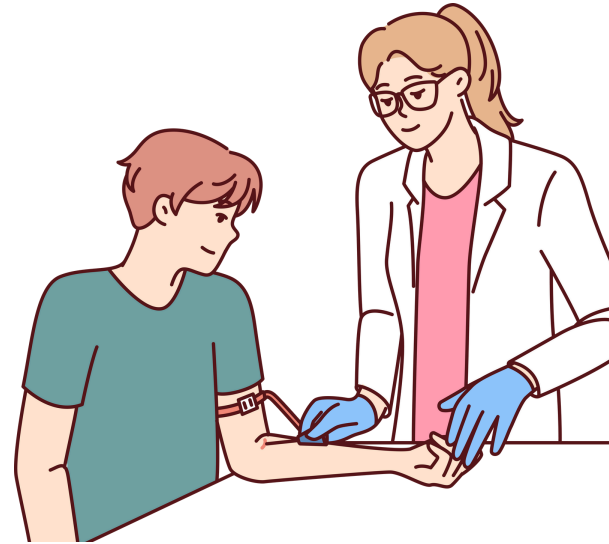
# ACCESS DIAGNOSTIC SERVICES AT THE COMMUNITY DIAGNOSTIC SERVICES (CDC)

➤➤➤ THEY OFFER LESS WAIT TIME, AND FREE PARKING!

In addition to getting some of your tests done at the Practice, you also have access to planned diagnostic care at the Community Diagnostic Center (CDC) in Heysham, without the need to attend acute hospital sites.

They have shorter waiting times, free parking space and are easily available to book through the LMP reception team.

The next time you need to get ECGs, blood tests, spirometry or need 7 day home BP monitoring, utilise the CDC in Heysham. You can ask our reception team to book you in!



# SUPPORT FOR INDIVIDUALS STRUGGLING WITH ALCOHOL OR SUBSTANCE USE

➤➤➤ INSPIRE CLINICS AVAILABLE EVERY FRIDAY AT OUR KING STREET SITE

Inspire is a dedicated service offering a wide range of support for individuals struggling with alcohol or substance use. A team of experienced professionals provide personalised care to help individuals on their journey toward recovery.

## Services Include:

- Personalised Care Plans
- One-to-One Support
- Group Therapy Sessions
- Needle Exchange Programme
- Community Detox Support
- Family & Carer Resources
- Recovery & Aftercare Programs

## Take the First Step:

- Visit: [inspirelanacs.org.uk/north-and-central](https://inspirelanacs.org.uk/north-and-central)
- Contact our reception team for more information or to book you in for a Friday Clinic



# SEXUAL HEALTH SERVICES FOR YOU



## »»» SEXUALLY TRANSMITTED INFECTION SCREENING, PEACE OF MIND CHECKS AND HIV TESTING

The Sexual Health Service operates across some GP practices in Lancaster, offering free and confidential sexually transmitted infection screening, peace of mind checks and HIV testing. Our sexual health service is:

- **Free:** There are no prescription costs if you require treatment
- **Confidential:** Nothing is recorded on your main GP record because the sexual health service keeps its own confidential records
- **For everyone:** We welcome people of all ages with or without symptoms, and are registered to any GP practice. You do not have to be registered with a Lancaster GP to use the service, and
- **Non-judgemental:** Our friendly and experienced team are here to support you and your sexual health.

### What to expect

- Your clinician will discuss the reason for your visit and will ask you some questions about your medical and sexual history which will enable them to decide what tests and treatment may be needed.
- Everything that you tell the clinician will be treated in the strictest of confidence – we understand it's difficult, but please be as honest as you can. Your clinician will not be shocked by anything you tell them, and they will be experienced in testing for all kinds of infections.
- You will have swabs taken and a blood test offered.
- Please ensure you give us at least two methods of contact. If any of your test results are positive, we will contact you within two weeks.
- All treatment is free. You will either be treated on the day you attend or when your results are back.

### BOOK YOUR APPOINTMENT

Phone lines are open all day Monday to Friday; walk-in appointments aren't available.

**Lancaster Medical Practice**



**University Health Centre**  
Monday term time afternoons

**Owen Road**  
Alternate Tuesday afternoons

**Dalton Square**  
Alternate Tuesday afternoons

**01524 238110**

**Queen Square Medical Practice**



**Queen Square Healthhub**  
Wednesday afternoons

**01524 580970**



# PRACTICE INFORMATION

## OPENING TIMES AND ADDRESSES

Monday	8:00am to 6:30pm
Tuesday	8:00am to 6:30pm
Wednesday	8:00am to 6:30pm
Thursday	8:00am to 6:30pm
Friday	8:00am to 6:30pm
Saturday	Closed
Sunday	Closed

Rosebank surgery is open on Saturdays, 8am - 12pm for pre-booked appointments only.

**DALTON SQUARE PRACTICE**  
8 DALTON SQUARE  
LANCASTER  
LA1 1PN

**GALGATE SURGERY**  
HIGHLAND BROW,  
GALGATE,  
LANCASTER,  
LA2 0NB

**MEADOWSIDE SURGERY**  
1-3 MEADOWSIDE,  
LANCASTER,  
LA1 3AQ

**OWEN ROAD SURGERY**  
69 – 71 OWEN ROAD,  
LANCASTER,  
LA1 2LG

**ROSEBANK SURGERY**  
ASHTON ROAD / ROSEBANK,  
LANCASTER,  
LA1 4JS

**KING STREET SURGERY**  
38 KING STREET,  
LANCASTER,  
LA1 1RE

**UNIVERSITY HEALTH CENTRE**  
LANCASTER UNIVERSITY,  
BAILRIGG, LANCASTER,  
LA1 4ZP

## BANK HOLIDAYS

The practice will be closed on the following bank holidays. If you need medical attention during these times, call 111. In the case of an emergency (chest pains and / or shortness of breath), call 999.

Wednesday 25th December 2024

Monday 26th May 2025

Thursday 26th December 2024

Monday 25th August 2025

Wednesday 1st January 2025

Thursday 25th December 2025

Friday 18th April 2025

Friday 26th December 2025

Monday 21st April 2025

Monday 5th May 2025

01524 238150 [www.lancastermedicalpractice.com](http://www.lancastermedicalpractice.com) @lancastermedicalpractice

@lancastermedics @lancaster.medical.practice

