



THE THORNTON PRACTICE

Spring Newsletter 2023





Every effort has been made to ensure that the material contained in this newsletter is correct at the time of publication, but we cannot guarantee its accuracy or completeness.

PRACTICE PRIVACY NOTICE

Your data, privacy and the Law. How we use your medical records

- This practice handles medical records according to the laws on data protection and confidentiality.
- We share medical records with health professionals who are involved in providing you with care and treatment. This is on a need-to-know basis and event by event.
- With your explicit consent some of your data is automatically copied to the Shared Care Summary Record by NHS Digital on behalf of NHS England
- If necessary for your care, we share your Summary Care Record (with your explicit consent) with local out of hours, urgent or A&E providers, including Same Day Health Centres and Walk-In Centres
- Data about you is used to manage national screening campaigns such as Flu, Cervical cytology and Diabetes prevention.
- De-identified data about you is used to manage the NHS and make payments.
- We share information when the law requires us to do, for instance when we are inspected or reporting certain illnesses or safeguarding vulnerable people.
- Your data is used to check the quality of care provided by the NHS.

For more information see folder / visit www.thedoctors.co.uk / ask at reception / e-mail LSCICB-FW.THORNTONPRACTICE@NHS.NET

Happy Retirement

You may all remember our Receptionist Sandra, who has recently retired from the practice. Sandra worked for The Thornton Practice for over 15 years and will be greatly missed by patients and staff alike. Sandra was well known by many of our patients and would always go that extra mile to help wherever she could, and always with a smile on her face! Please pass on any best wishes for Sandra to the girls on reception. We wish Sandra all the best for her retirement!

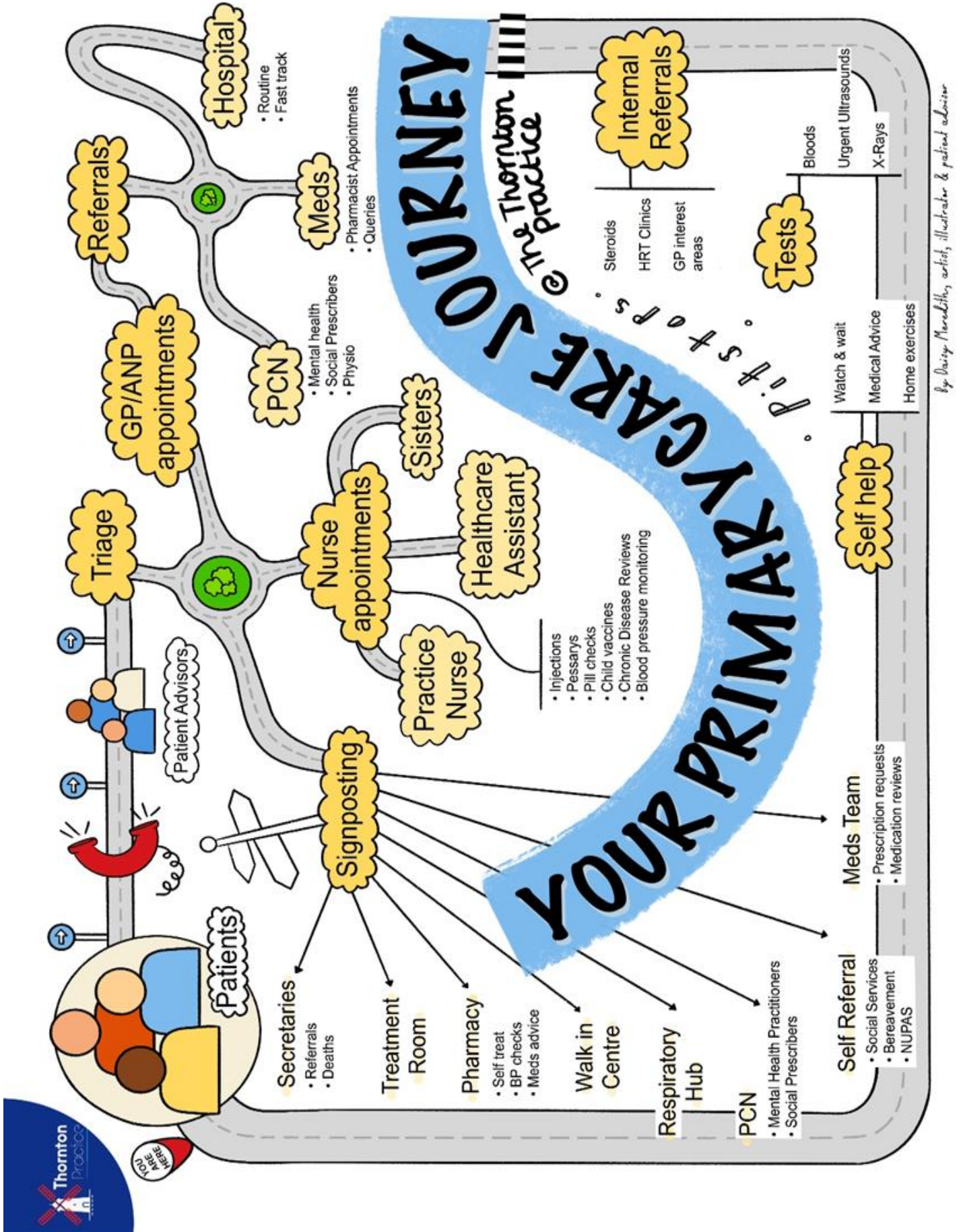


Our Practice Nurse, Jane Palmer is also retiring from the Practice. Jane's last day will be Thursday 23rd March, on behalf of the practice we wish Jane a very happy retirement and all the best for the future, it's been a pleasure to have Jane working at the practice and she will be deeply missed by everyone.



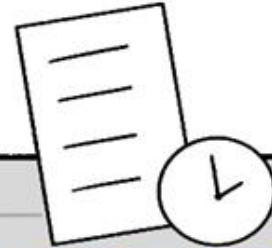
“What happens when I call the practice?”

Many patients are unaware of what happens within Primary and Secondary Care, this is a visual reflection of what happens at the practice after we receive your call illustrated by our own very talented Patient Advisor Daisy.



YOUR

your referral



waiting list

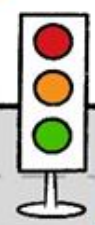
SECONDARY



letters or contact from the hospital to patients



your hospital appointment



you may make a pit stop in primary care at this point, for things like blood tests and blood pressure checks

CARE



following your hospital or specialists appointment, you may be directed back to your GP for a primary care based follow up

OR

ongoing care



JOURNEY

It could be that you require a referral on to another department, which can come from your consultant or your GP



you may remain under the care of your GP from here, or stay with your consultant, your health care professionals will work with you on which path is best

Bank Holiday Closures Spring 2023

April - (Easter)



Thornton Branch

Carleton Branch

Monday 3 rd April	08:00-18:30	08:30-18:00
Tuesday 4 th April	08:00-18:30	08:30-13:00
Wednesday 5 th April	08:00- 18:30	08:30-13:00
Thursday 6 th April	08:00-18:30	08:30-18:30

Friday 7th April – Good Friday Both practices CLOSED all day

Monday 10th April – Easter Monday – Both practices CLOSED all day

May

Monday 1st May – Bank Holiday Monday – Both practices CLOSED all day

Monday 8th May – Bank Holiday Monday for King Charles Coronation Celebrations-
both practices CLOSED all day



Monday 29th May – Bank Holiday Monday- both practices CLOSED all day

Extended Access

EXTENDED ACCESS SERVICES AVAILABLE TO PATIENTS

The NHS are committed to improving access to primary care services. This includes making appointments available at times that are convenient to patients.

Evening and weekend appointments are now available with **GPs, practice nurses and other healthcare professionals** for routine appointments such as bloods, ECG's, Blood pressure checks, GP appointments, ANP appointments and ear syringing (subject to availability)

If you:



find it difficult to attend an appointment during the working day or you are a busy parent with children



or rely on working carers to take you to appointments then this service is here to support you.

**TO BOOK THESE APPOINTMENTS, PLEASE TELEPHONE THE SURGERY.
(01253 956282)**

Where to go

Cleveleys Group Practice
Kelso Ave,
Blackpool,
Thornton-Cleveleys,
FY5 3LF

Appointments

To book an appointment you must contact your own GP Practice. An appointment must have been booked in advance of visiting the extended hours service.

Extended hours appointments are for routine general practice issues and not for urgent care. **If urgent care is required, please call NHS111 for advice.**

Should you need to **cancel your appointment please contact Cleveleys Group Practice directly on 01253 853992.**



Hay fever is usually worse between late March and September, especially when it's warm, humid, and windy. This is when the pollen count is at its highest. Many symptoms can be treated using over the counter medications from your pharmacy.

Symptoms of hay fever include:

- sneezing and coughing
- a runny or blocked nose
- itchy, red or watery eyes
- itchy throat, mouth, nose and ears
- loss of smell
- pain around your temples and forehead
- headache
- earache
- feeling tired



If you have asthma, you might also:

- have a tight feeling in your chest
- be short of breath
- wheeze and cough

Hay fever will last for weeks or months, unlike a cold, which usually goes away after 1 to 2 weeks.

Hay fever is usually worse between late March and September, especially when it's warm, humid, and windy. This is when the pollen count is at its highest.





HRT PRESCRIPTION CHANGES

From 1st April 2023, women prescribed HRT - the main treatment for menopause symptoms - will have access to a new scheme enabling access to a year's worth of menopause prescription items for the cost of 2 single prescription charges (currently £18.70).

Please use the links below for more information

[DHSC announces rollout of HRT prescription prepayment certificate - PSNC Website](#)

[Hundreds of thousands of women experiencing menopause symptoms to get cheaper HRT - GOV.UK \(www.gov.uk\)](#)



Prescription Line at the Practice

The prescription line is open between 9.30am and 12pm Monday to Friday to order your medications.

These are also available to order through the NHS app. See the next page on how to download the NHS app for your convenience.

Introducing the NHS App

You can use the NHS App **wherever you are, at any time of the day or night**. You can use it to access a range of NHS services.

The NHS App will not replace existing services. You can still contact your GP surgery in the usual ways if you prefer. For example, by visiting or telephoning your practice.

Use the app to:



book and cancel appointments

book, view and cancel appointments at your GP surgery



view your record

access your GP medical record securely



order repeat prescriptions

see your available medicines and place an order



check your symptoms

find trusted NHS information on hundreds of conditions and treatments and get instant advice



register your organ donation decision

choose to donate some or all of your organs and check your registered decision



find out how the NHS uses your data

choose if data from your health records can be shared for research and planning

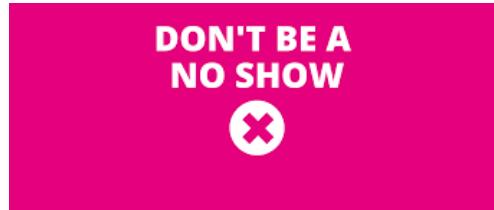


Download the NHS App

Your NHS, your way



Patients who did not attend for their appointments



In **DECEMBER**, Thornton Practice had a total of:

- **98** missed face to face appointments with our clinicians.
- **68** missed telephone appointments where patients did not answer a pre-arranged call.

In **JANUARY**, Thornton Practice had a total of:

- **127** missed face to face appointments with our clinicians.
- **65** missed telephone appointments where patients did not answer a pre-arranged call.

In **FEBRUARY**, Thornton Practice had a total of:

- **98** missed face to face appointments with our clinicians.
- **70** missed telephone appointments where patients did not answer a pre-arranged call.

Missed appointments heavily contribute to reduced appointment availability – Please let us know if you can't attend your appointment!





Community Occupational Therapy – ‘The Hub’ – Adult Social Care

What do we do?



- Assess for equipment to support you at home
- Complete recommendations to adapt properties under the Disabled Facilities Grant where low level options have been exhausted.
- Assess for seating when a person has postural support needs
- Assess Manual handling needs

What we do not do?



- We do not provide walking aids
- We do not review equipment at regular intervals. Please complete a new referral if functional needs have changed
- We do not provide a rehabilitation service
- We do not provide wheelchairs



Community Occupational Therapy

Occupational therapy can help you with practical tasks if you:

- are physically disabled
- are recovering from an illness or operation
- have learning disabilities
- have mental health problems
- are getting older

Occupational therapists work with people of all ages and can look at all aspects of daily life in your home, school or workplace.

They look at activities you find difficult and see if there's another way you can do them.



How to self-refer?

Please call 0300 123 6720 to refer to community occupational therapy. You can do this yourself or a family member can complete the referral for you.

People are prioritised according to risk – there may be a wait for assessment. Should your case be placed on the waiting list you will receive a letter notifying you of this.



Other Services:

Wheelchair services – For new referrals, you will need a referral from your GP.

For support with your current wheelchair, please call 01772 726921.

You can also hire wheelchairs from local mobility centres.



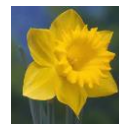
Patient Participation Group

Thornton Practice Patient Participation Group was formed in June 2015 when the GP contract required each Practice to have a patient group. The purpose of the group was to be the voice of the patient, not a laminated notice, but an actively involved group who would ensure that patient concerns, compliments and suggestions were fed back to the GPs and Practice Manager. With these aims in mind the PPG was born.

As a Practice we couldn't be prouder to have such patient champions! Would you like to be part of the Team? All you need is to be able to commit a couple of hours when needed and be a patient of Thornton Practice. You must also remember we are not a personal complaint forum. Interested? Ring the Practice after lunch when less busy and leave your details and someone will be in touch or drop your details at the desk and you will be contacted.

You may also notice that the PPG has changed their logo, a choice of logos were put to a vote and the winner can be seen above!

PPG UPDATES Spring 2023



Goodbye boosters, cold days outside the theatre and Spring is in the air when hopefully all those winter colds and dreary days have gone away. It is lovely to be back with you in the Practice and we have met so many of you in the waiting room.

It was an absolute delight to hear that most of you were well satisfied with the Practice and we think over the two weeks we were there, we only had three complaints. It continues being a tough time and many of you were waiting for hospital appointments or results from there. A good number were waiting for physio and notably the Pain Clinic. There were the usual complaints re the phone appt system. Another system is being looked at using another system, but when you realise that there are nearly 13,000 patients you will understand the demands. We also hope that the Spring Booklet will give you clearer info on Extended and Enhanced services with a clear explanation of hours and the services that are offered within the Practice.

We will always be a presence and regard it as a privilege to be your voice. We also can signpost you to all the Community activities and organisations that are out in our wonderful community to help you with your health and wellbeing. Remember we are your voice to make sure you are happy with the Practice.



You will find us on Facebook too Look for Thornton Practice PPG. You can join if you are a patient and have current information as it happens. Please search on Facebook for PPG The Thornton Practice. Here's to sunnier, healthier days and a brighter future for us all!



Patient pressure along with support from our MP helped us to restore the Breast Screening hub back to Fleetwood and Poulton, breast screening telephone number is 01524 518699. You can now see the hub back on the Teanlowe which was widely appreciated in our Cleveleys Community, Poulton and Over Wyre.

We have also tackled the wastage of medical aids, which has been highlighted by so many of you. Now we ask patients to return items to The Hospice Furniture Shop on Dock Street Fleetwood, telephone number 01253 878995, where items can be recycled and then given back out to patients who may need an aid.

Over Christmas, we held a coffee morning for some of our patients at the practice with the theme 'A trip down memory lane' – this was an enjoyable morning with a talk from Jimmy O'Donnell from Lancashire Memories. We also enjoyed some music and singing, memorabilia, film clips, photos, and stories all with a Christmas theme.



We will be holding another one in March with an Easter theme for some of our invited patients.

The South Cumbria Integrated Care Board visited the practice in February and met with the PPG, this was a fabulous opportunity for the PPG members to highlight the amazing work that they do for the practice.





Patient Stories

A Dementia Diagnosis patient story

'Around two years ago my wife was having difficulties finding the right word. She couldn't remember names and thought it was just old age creeping up... Worried, I consulted my GP which then started the long process of my wife being diagnosed. After some time, she was seen at a Memory Clinic where memory tests were done and eventually the diagnosis came.... early onset dementia.

At that point there were many questions and worries not just for me and my wife but what help was available. After her initial diagnosis there seemed to be a lack of support until all the official paperwork and other agencies for help were involved. Through our PPG we were given self-referral details to Lancashire Carers who have been very helpful throughout not just for my wife but for me as I have complicated medical and mobility problems. I am her main carer, and her constant words are "what would I do without you?" that is the saddest thing. It is a huge responsibility.

I must say that Adult Social Services did not come out well in this and I found I was very frustrated by the lack of contact and time just went on. This was when I was at my lowest. Eventually once a social worker was in place things began to get better and other help was earmarked and a direct contact no to dedicated social worker was established. They were also able to arrange aids for me within the home to help with my disability.

Together we take a day at a time with some days being fine and others can be awful with the unpredictability that dementia brings. Most days we try to go out so that we both have a change of scene There is help there, so anyone in this situation please use the info here and don't be alone. Research is being done all the time and its thought that a treatment may be found soon, but we must hope that why it may be too late for my wife, but others might be luckier in the future. Thank you. To all those family 24/7 carers you are heroes but please ask for help if you are struggling. First ring the Practice and from there you will be signposted to areas of help.'

Patient Appt experience from Young Mum

"Five stars for attending to my little boy so quickly who on a Friday afternoon who developed a rash and what seemed to be a urinary infection. The patient advisor asked me to come down to the surgery and within half an hour he was seen, his urine checked which was clear and some cream for his face. What can I say? Some people will have complaints and there are 12,000 plus patients so there are bound to be some, but I was very impressed and thankful."

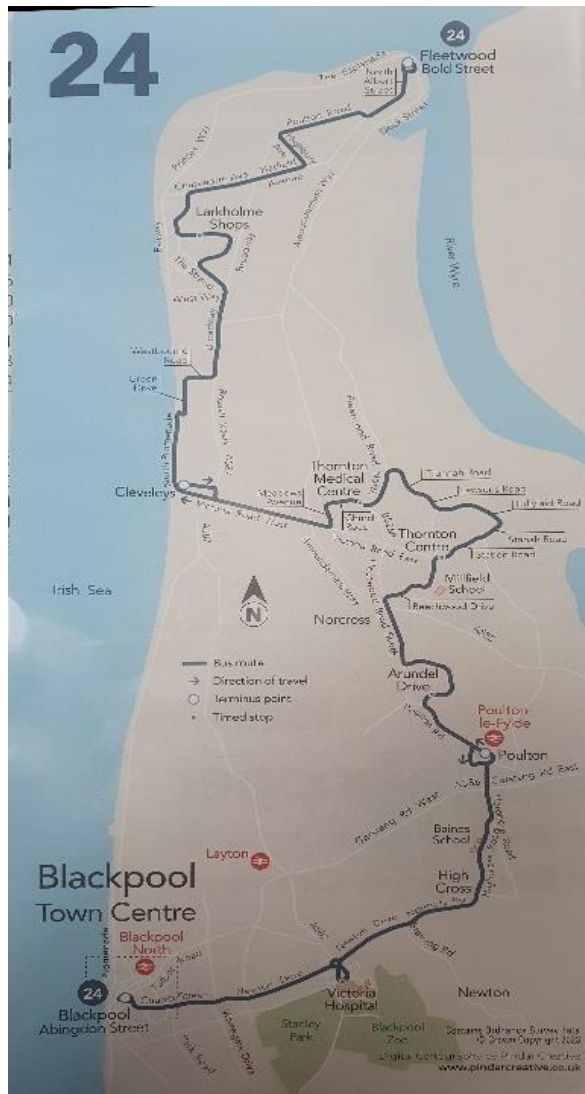


Do you have transport issues and need to get to a hospital appointment?

Please call Patient Transport on 0800 032 3240 and they will be able to organise transport for you.

The number 24 bus also runs a regular timetable between Fleetwood and Poulton, stopping very close to The Thornton Medical Centre and The Blackpool Victoria Hospital.

For more details visit and bus times visit : [Bus Timetables - Lancashire County Council](#) or [Facebook: TransporaBus North west](#)



ASK A PHARMACIST



If you are feeling unwell, don't wait – get advice from your nearest pharmacist. Pharmacists are fully qualified to advise on your best course of action. This can be the best and the quickest way to help you recover and get back to normal. If you cannot get to the pharmacist yourself, ask someone to go for you or call your local pharmacy for advice.

Your pharmacy may be able to help with:

- mild skin conditions, such as acne, eczema, psoriasis, impetigo, athlete's foot
- coughs and colds, including blocked nose (nasal congestion), and sore throats
- bruises, sunburn, and minor burns and scalds
- constipation and piles (haemorrhoids)
- hay fever, dry eyes and allergies (including rashes, bites and stings)
- aches and pains, including earache, headache, migraine, back pain and toothache
- vomiting, heartburn, indigestion, diarrhoea and threadworms
- period pain, thrush and cystitis
- head lice (nits)
- conjunctivitis (over 2 years of age), cold sores and mouth ulcers
- warts and verrucas
- nappy rash and teething

Think
Pharmacy 1st

NHS 111 Online



NHS 111 Online has been launched. It is a digital service that provides access to urgent care services for people who prefer to use their computer, mobile phone or other digital device.



Search for The Thornton Practice

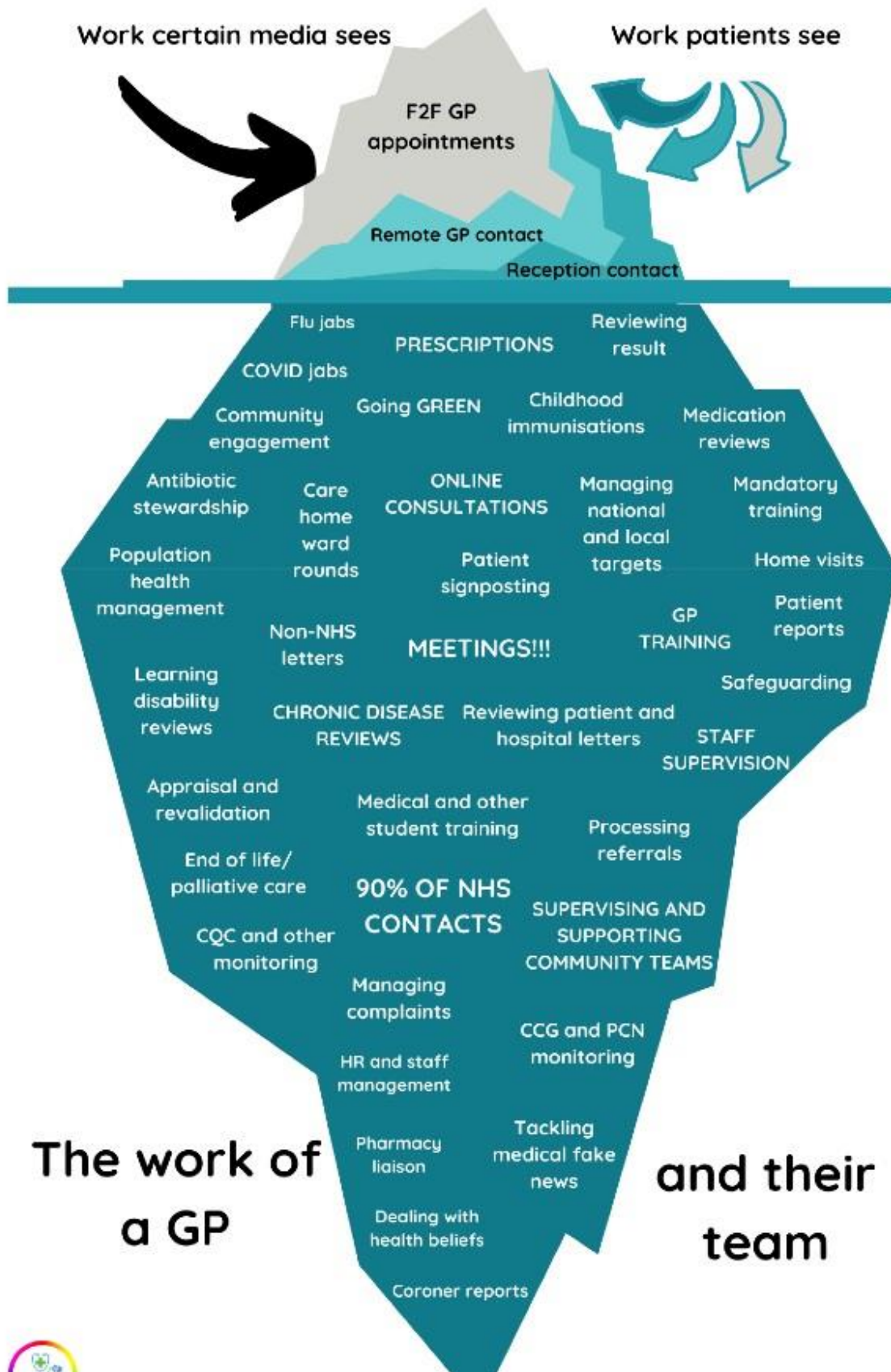
We share important updates and practice information on here.

Like and share our page. Thank you for all your support.

THE WORK AT YOUR GP PRACTICE

This illustration gives a patient a better understanding of what goes on behind the scenes at the GP practice.

General Practice



Who's Who at The Thornton Practice

Recently there have been some changes to our staff. We also have a new Operations Manager Mr Sean Talbot

Management

Mrs Amy Sissons – Practice Business Partner

Mr Sean Talbot – Operations Manager

Emily Bradshaw – Patient Services Manager

Mrs Jackie Marsden – Carleton Branch Supervisor and Administration Manager

Mrs Michelle Marsh – HR Manager/ Business Support

Mr Sanjay Tanna – Lead Clinical Pharmacist



General Practitioners

Dr Felicity Guest (f)

Dr Judith Chaloner (f)

Dr Michael Power (m)

Dr Peter Kell (m)

Dr Carsten Ezard (m)

Dr Sandeep Kumar (m)

Dr Faran Akbar (m)

Dr Adebambo (m)

Dr Khalid (m)



Advanced Nurse Practitioners (ANP's):

Mrs Victoria Longworth (f)

Mrs Aimee Zeinah (f)

Practice Nurses

Sr Zoe Heaton – Nurse Manager

Dawn Taylor

Margaret Dixon

Ms Michalina Pawlowska

Emma Nickson – Cartwright

Rhiann Rowles



Healthcare Assistants (HCA's)

Bethany Allen

Laura Hill

Rebecca Staves



Secretaries

Patricia Dingle – Lead Medical Secretary

Kate Hulley

Administration

Louise Latham – Business Analyst

Olivier Tattersall – Coding and Summarising and Medication support

Lynne Doidge - Coding and Summarising

Connor Fogg – Coding

Susan Dowd – Admin/Reception



Prescriptions

Jodie Tracy – Pharmacy Technician

Helen Jenkinson – Prescription Clerk

Danielle Garside - Prescription Clerk



Patient Advisors

Elaine Jones – Lead Patient Advisor

Lisa Bennison – Lead Patient Advisor

Zoe Hynes – Lead Patient Advisor

Sue Gillett

Andrea Bradley

Rachel Lettice

Maiya Hodgson

Daisy Meredith



Receptionists

Stacey Stokes

Lyndsey Stevenson

Holly Subritzky

Site Supervisor

Charlie Garrett



Health Awareness Days Spring 2023



March

1 - 31	Prostate Cancer Awareness Month
1 - 31	Ovarian Cancer Awareness Month Target Ovarian Cancer
2 - 8	Eating Disorders Awareness Week
9 - 15	National Salt Awareness Week
16 - 22	Nutrition and Hydration Week
16 - 22	Brain Awareness Week
13	No Smoking Day
15	World Sleep Day
20	International Day of Happiness
20	World Oral Health Day

Continued.....



April

1 - 30	Bowel Cancer Awareness Month
1 - 30	Stress Awareness Month
3	Walk to Work Day
7	World Health Day
19-25	Multiple Sclerosis Awareness Week
28	World Day for Health and Safety at Work
29	On Your Feet Britain World Immunology Day

May

1 - 31	National Walking Month
1 - 31	Action on Stroke Month
1 - 31	National Osteoporosis Month
3 - 9	Deaf Awareness Week
10 - 16	Mental Health Awareness Week
17	World Hypertension Day
19	World IBD Day
29	World Digestive Health Day
31	World No Tobacco Day

Torentum PCN

A Primary Care Network is a collaboration of GP Practices, who are geographically close together and serve the same community. They range in size, serving populations of around 30,000 to 50,000 patients. A PCN also employs additional roles that help reduce the pressure on GPs, for example our Advanced Clinical Practitioner Paramedic Katie Adamson-Benz. Below are some of the examples of the work the team are doing:-



Care Coordinators

Care coordinators play an important role within a PCN and they proactively work with patients across all 3 GP practices.

What can we help you with?

- Bereavement
- Weight management
- Cancer diagnosis support
- Care Home support
- Enhanced Health Checks
- Data and information



Benchmark The Thornton Practice against organisations in Torentum PCN		ACHIEVED	POINTS	REMAINING TO ACHIEVE	POINTS
		↑		↓	
Clinical Activity		£185,282.17	532.34 / 561	£8,022.90	28.66
VI002: MMR given (at least 1 dose) between age of 12-18m old		£3,651.40	12.79 / 18	£1,487.61	5.21
VI003: DTaP/IPV given (booster dose) + MMR given (>= 2 doses) between 1-5y old		-	0 / 18	£5,139.00	18
MH012: HbA1c or blood glucose done in last 12m		£1,530.16	6.9 / 8	£244.83	1.1

Social Prescribers

Social Prescribing involves Link Workers focusing on “what matters to the patient”. They connect people to community groups or statutory services for practical and emotional support. [Our Social Prescriber Team](#) also work with external services to help patient with housing and debt issues, getting back to work, helping them find a volunteering opportunity or supporting those who are lonely or isolated with a range of befriending services and events. They also run groups for carers, the bereaved, those living with dementia etc

Take control of your health and wellbeing

The PCN Team are delivering a range of activities to support practices with their workload e.g. running BP and bloods clinics, reviewing medications, running ACP and Mental Health clinics, undertaking SMI reviews, enhanced health checks and supporting patients living with pain. Their latest project focuses on supporting patients with a high BMI to gain a healthy weight.

Mental Health Practitioners

The Mental Health Practitioners aim to improve the mental health and wellbeing of our patients. The team of 3 are running clinics in the practices which would otherwise have to be covered by a GP.



Clinical Pharmacists

The PCN Clinical Pharmacist works with patients who are on many different types of medication to review their prescriptions and ensure they understand what each of their medications is for. They are also working on a range of IIF and QoF indicators, supporting patient care and bringing income in to the practices.

For more information please visit www.torentumpcn.nhs.uk

Ashfield Physiotherapy



As part of our Primary Care Network, we are now able to offer physiotherapy services to our patients at Ashfield Physiotherapy on Ashfield Road in Bispham. This needs to be booked through the practice and requires a face to face appointment with your GP. To make an appointment with the GP please call the practice on 01253 956282.

Helpful Telephone Numbers



QUIT SQUAD – STOP SMOKING HELP 0800 3286297

EMERGENCY DENTIST 0300 123 4010

ANXIETY UK.

Website: www.anxietyuk.org.uk

Phone: 03444 775 774 (Mon to Friday 9am to 5.50pm)

PAPYRUS.

Young suicide prevention society.

Website: www.papyrus-uk.org.

Phone: HopelineUK on 0800 068 4141 (Mon to Fri 10am to 5pm and 7pm to 10pm. Weekends 2pm to 5pm)

SAMARITANS.

Confidential support for people experiencing feeling of distress or despair.

Website: www.samaritans.org

Phone: 116 123 (free 24-hour helpline)

MEDICAL AIDS HOSPICE FURNITURE SHOP

01253 878995

If requiring an aid ring before to see what is available.

BREAST SCREENING 01524 583050

Bowel Screening 0800 7076060

MINDS MATTER 01253 955943

For mental health support.

SOCIAL SERVICES (Hub) 0300 123 6720

If you require a home assessment for mobility aids. (Shower chair, grab rails etc)

WOMENS AID

01253 752014

INSPIRE 01253 877633

For alcohol and drug support.

NUPAS 0333 004 6666

BEREAVEMENT SUPPORT 0800 258 5669

SAMARITANS 08457 909 090

SEXUAL HEALTH CLINIC 0300 1234 154

YOUTH THERAPY

0800 121 7762

Mental health support for 11-25 year olds

MACMILLAN 01253 955710

CAHMS 01253 957166

N-COMPASS 03450 138 208

MARIE CURIE 0800 090 2309

CITIZENS ADVICE 0300 330 1166

Fleetwood Walk in Centre 0300 123 1144

Wyre Borough Council 01253 891000

Autism Pre-diagnosis support -a guide for parents and carers



If your child is autistic, getting a diagnosis, and a better understanding of their needs, can be a very positive thing. Screening tests are available but should not be seen as an alternative to proper assessment and diagnosis. This website below offers help and support, plus explains what symptoms to look out for. We know this can be a really worrying time, but we are here to help.

For more information please use the link [National Autistic Society \(autism.org.uk\)](https://autism.org.uk)





The Thornton Practice
Thornton Medical Centre
Church Road
Thornton-Cleveleys
FY5 2TZ

Thornton Branch Opening Times:

Mon: 8.00am – 6.30pm
Tues: 8.00am – 6.30pm
Wed: 8.00am – 6.30pm
Thurs: 8.00am – 6.30pm
Fri: 8.00am – 6.30pm
Sat – CLOSED
Sun: CLOSED

Carleton Branch Opening Times:

Mon: 8.30am – 6pm
Tues: 8.30am – 1pm
Wed: 8.30am – 1pm
Thurs: 8.30am – 6pm
Fri: 8.30am – 1pm
Sat – CLOSED
Sun – CLOSED

Practice Email: iscicb-fw.thorntonpractice@nhs.net