



The Thornton Practice



Winter 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

Preparing for Winter



We all know when winter's on the way. But with increasingly unpredictable weather, it's important to think about getting things ready for the colder months in advance.

Things to think about ahead of time

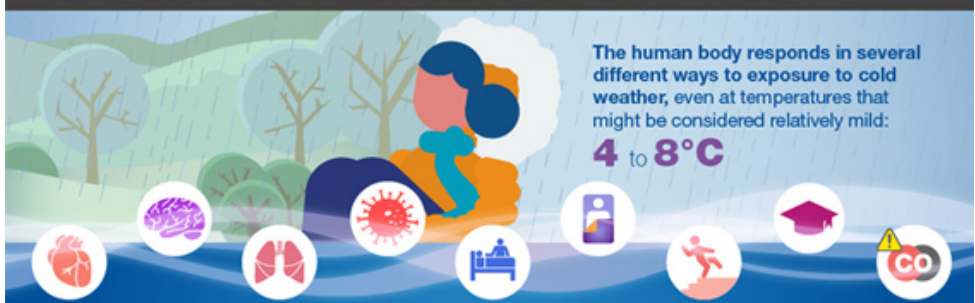
Here are some things you can do to make sure you're prepared for when it's miserable – and even unsafe – outside.

Check whether you're entitled to some extra money

We all feel the squeeze over winter – especially with higher heating bills. So it's important to make sure you're claiming all the money you're entitled to. You can **do this by going online at:**

www.ageuk.org.uk/benefits-check, or by visiting your local Age UK.

The direct and indirect health effects of winter weather



The human body responds in several different ways to exposure to cold weather, even at temperatures that might be considered relatively mild: **4 to 8°C**

Direct effects:

- heart attack
- stroke
- respiratory disease
- influenza
- falls and injuries
- hypothermia

Indirect effects:

- snow and ice may cause disruption to healthcare services
- cold homes and fuel poverty are linked with poor mental health and social isolation
- reduced education and employment success
- carbon monoxide poisoning



Who's Who at The Thornton Practice

Management

Mrs Amy Sissons – Practice Business Partner
Mr Sean Talbott – Operations Manager
Mrs Jackie Marsden – Finance & Quality Manager
Mrs Michelle Marsh – HR Manager/ Business Support
Emily Bradshaw – Patient Services Manager (PCN Liaison)
Mr Sanjay Tanna – Lead Clinical Pharmacist

General Practitioners (GP's)

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 Olumide Adebambo (m)
Dr Faran Akbar (m)
Dr Oliver Hopkins (m)



Advanced Nurse Practitioners (ANP's):

Victoria Longworth (f)
Aimee Zeinah (f)



Practice Nurses:

Sr Zoe Heaton – Nurse Manager
Sr Emma Nickson-Cartwright
Sr Dawn Taylor
Sr Michalina Pawlowska
Sr Rhiann Rowles

Nurse Associates

Becky Hughes

Healthcare Assistants (HCA's):

Bethany Allen

Laura Hill

Rebekah Staves

Secretaries

Patricia Dingle – Lead Medical Secretary

Kate Hulley

Administration

Louise – Business Analyst

Olivia – Coding

Lynne – Coding and Summarising

Connor – Coding

Prescriptions

Jodie – Pharmacy Technician

Helen – Prescription Clerk

Danielle – Prescription Clerk

Olivia – Prescription Support

Patient Advisors

Elaine – Lead Patient Advisor

Lisa – Lead Patient Advisor

Zoe – Lead Patient Advisor

Sue

Rachel

Maiya

Daisy

Chantelle

Receptionists

Stacey

Lyndsey

Holly

Site Supervisor

Charlie



PATIENT STORIES

My Journey through Prostate Cancer A Patient Story

My journey started as a result of an NHS promotion urging men of a certain age to seek a test for Prostate Cancer. My wife kept nagging me to get a PSA test. I was very reluctant to go as I had no symptoms such as excess weeing etc. On March the 14th my test revealed 14.75 and so my journey started. I was called in, on Mar 16th to be informed of the result and then was seen very quickly referred to Oncology at Blackpool Victoria Hospital. I saw Dr Khan at that point.



Very worrying and upsetting days followed wondering how things would go and what lay in store for me. Within a two-week period, Bone Scans, Biopsies, MRI Scan, and Bloods were done all to map out the best treatment for my condition. It was revealed that the Prostate was far too big to be operated on and hormone tablets were prescribed. Another PSA test was done. My main problem then was lack of sleep.

It was revealed in June 2022 that my bone scan was clear and showed no spread. An injection in my tummy was given and then the next stage of my treatment followed. I was referred to Dr Ellis who on July 22nd explained the next stage, which was to be radiotherapy. I also had a home visit from a Macmillan nurse. At this stage I was suffering with anxiety and balance issues and felt very vulnerable and down. A urology nurse also visited, leading up to my treatment. My initial talk at Rosemere, Preston took place on Sept 20th in preparation for my treatment which involved enemas. D Day arrived on Oct 12th 2022, when each treatment lasted 15 minutes. This lasted until Nov 8th 2022. I then rang the bell loud and clear and cannot thank the wonderful staff at the Blackpool and Rosemere for their kindness and dedication.

Now my journey continues, and I cannot say it has been without its challenges, of fatigue, hot sweats, excess weeing and weight gain. The alternative outcome would have been death in three years. Now in Sept 2023 my journey continues with hormone injections until 2027 with regular PSA monitoring. I cannot say it has been easy but the prognosis looks good and I am being looked after. That word Cancer is a very frightening and worrying word for all. I would not hesitate in encouraging men to get tested.

I am a member of Thornton Practice Patient Participation Group with these words of advice...

Get Tested and Do not Leave it !

Tony Hardman

IBS ALL IN THE MIND . . . A PATIENT EXPERIENCE

My IBS first started around 40 years ago when the name didn't really exist. It took the form of uncontrollable runs and severe pain in the stomach. It was often passed off as an upset tummy. It was only about twenty years ago that it was actually given a medical term IBS when up until then it had been dismissed as all in the mind.

So, years later, after numerous tests and scans the condition seems to have no cure other than Loperamide/Imodium medication or at the extreme removing the bowel!

An average day is very unpredictable with a sudden need to empty bowels, which may be about five times before breakfast and without being too graphic it can resemble anything from normal to frog spawn! Along with that the most excruciating pain and demoralisation of not reaching the loo on time. Getting out in the morning can involve a lot of running and washing out underclothes then being padded up ready for any accidents.....not nice at all.

Holidays, weddings and family celebrations have been ruined by this condition along with clothes and underwear totally spoilt. The average day makes things like shopping, meeting with friends and family a nightmare at times. A shopping bag must always include extra underwear, wipes and so on. Also, the lack of public loos, and of those available many can be indescribably unfit to use. There is a key you can obtain from your local council which gives you access to public toilets, but you go often at your peril. Going for a meal fills me with dread when it should be a joyful time with friends and family.

The figures for this condition are mind blowing and advice of keeping a food diary, excluding certain foods is okay if it works and for some but for many there is no telling the cause. Whilst cancers and other high-profile conditions get notice IBS still remains a very debilitating condition and often very misunderstood and equally life changing.





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.

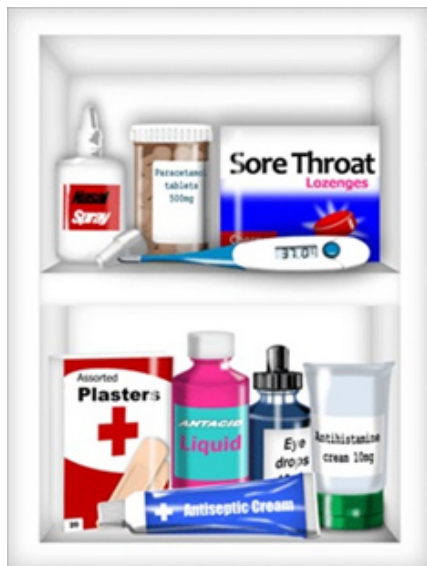
Your pharmacy may be able to help with:

- 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, cold sores and mouth ulcers
- warts and verrucas
- nappy rash and teething



LOOK AFTER YOUR HEALTH

What should you keep in your medicine cabinet?



- Aloe Vera
- Antacids
- Antihistamines
- Antiseptic Cream
- Bite Cream
- Diarrhoea Tablets
- Eye Drops
- Cough Linctus
- Hydrocortisone
- Insect Repellent,
- Muscle/Strain rub
- Paracetamol
- Plasters
- Sore Throat lozenges
- Sun Cream
- Thermometer

Local Pharmacies – Opening Hours

Allied Pharmacy – Thornton Medical Centre Tel: 821695	8.30am – 6.15pm Mon/Fri
Boots – Victoria Road West, Cleveleys Tel: 853168	9.00am – 5.30pm Mon/Fri 9.30am – 5.30pm Sat 10.00am – 4.00pm Sun
Carleton Pharmacy Tel: 896878	8.30am – 6.00pm Mon/Fri
Cleveleys Pharmacy – The Crescent Tel: 852215	9.00am – 6.00pm Mon/Fri
Allied Pharmacy – Thornton Village Tel: 821695	9.00am – 5.00pm Mon/Sat
Morrisons – Amounderness Way, Cleveleys Tel: 852376	9.00am – 8.00pm Mon/Fri 9.00am – 6.00pm Sat 10.00am – 4.00pm Sun

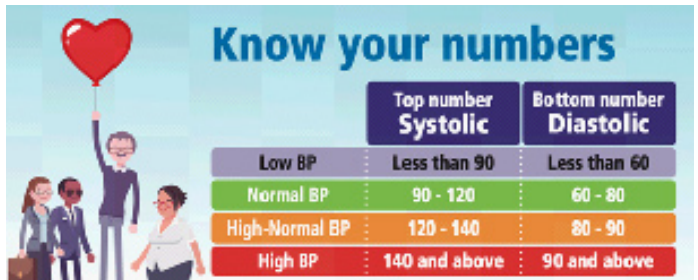
PPG NEWS

Thornton Practice Patient Group have been very busy since the last edition of our patient booklet. You will have seen major changes to the surgery with the closure of our Carleton Branch. New consulting rooms and waiting areas have been built and the PPG spent time up at Carleton reassuring those patients who were to lose their much loved surgery.

With space being at a premium there are few areas for the PPG to hold events with the Practice itself. Our regular Listening tables are about the only activity we can hold. Other events are sadly held outside of the Practice. Our heartfelt thanks go to Thornton Football Club for allowing us to use their wonderful facilities for meetings, training sessions and our wonderful Breast Cancer now Afternoon Tea which was held there raised £400 for research.



We also were able to update our training in Atrial Fibrillation De Fib and Bp testing at Thornton Football Club.



Our main purpose is to keep patients informed and we do that by regular Listening Table Sessions where we listen to patient feedback within the surgery waiting room and then relate complaints, compliments and other issues back to our management team for scrutiny.



One of our other roles as volunteers is to support the Vax Sessions which is what we have done throughout the last eight years which is a great opportunity to speak to patients of all ages. Again, we were at the Flu Clinics where over 2000 patients received their Flu Jabs.



It is a time for us to really engage with a wider section of patients who may not see regularly in the Practice and also to update patients on services and changes within the NHS.

Our campaigns to restore services particularly in dentistry and recycling are still on going and again we act as your voice for your concerns. You said we acted!

Our other focus has always been to help Patients and their carers, and their patients with Alzheimer's which is the cruellest of diseases. We hold regular events where and when possible but again these have to be held outside the Practice on account of space. We thank Fr Damian for allowing us to use the wonderful facilities at Christ Church. Many thanks for their help and support in allowing us to use their facilities for meetings and events. Without this we would have found things difficult to stage any patient events.



As winter draws near, we will be looking after our lone and vulnerable patients in the form of lovely Christmas Hampers filled with goodies and surprises. The District Nurses will take them out to their most needy patients. Again we thank North Fylde Rotary for their financial support along with our loyal supermarkets Morrisons and the Coop for donations and help. The PPG have done this distribution for eight years and all through Covid.

A spectacular effort!



MEET THE TEAM

The photo of our team was taken at the Afternoon Tea held at Thornton Football Club, in August this year, to raise money for Breast Cancer Awareness.



WHAT ARE THE ROLES OF A PATIENT PARTICIPATION GROUP

what we do



Feedback

We act as the patient voice and a critical friend. We collect feedback and comments to help support patients accessing primary healthcare within the practice.



Research

We campaign on behalf of and with patients to restore services to those who need them. We host listening tables and collate patient experiences to improve policy.



Projects and Awareness

We make promotional material, plan awareness campaigns, create the newsletter, host events for patients and carers, and promote healthy lifestyles.

Interested in
volunteering
with us?

- ☎ 01253 956 282
- 📍 PPG The Thornton Practice
- 🌐 www.thedoctors.co.uk/ppg/
- 📍 The Thornton Practice, Lancashire



WHERE ARE THE DEFIBRILLATORS SITED LOCALLY?



- The Tramway
 - The Corner Chippy on Beach Road
 - St John's Church Hall
 - Tarnway Store
 - Mimmos Restaurant in Thornton Centre
 - Mobiltune at Four Lane Ends
 - Marsh Mill Centre
 - Bourne Post Office
 - New Yorker Sundae
- Coming soon . . . Norcross Vets***

There are many more in Fleetwood, Poulton and Over Wyre. A full list is available by contacting Thornton Practice PPG Facebook page.

All the units have clear instructions on their use once they have been opened by phoning the number listed on the outside of the box.



These have all been donated by Helen Crane and her team at Wyre and Fylde Community Defibrillators Fundraising, who maintain them. The total number so far is 41 and counting.

Helen and her team are constantly raising funds and would be grateful for any donations, no matter how small to fund these lifesaving units. They are always looking for new places to site these units, which can only be purchased and maintained if the necessary funds are raised.



Follow Wyre and Fylde Community Defibrillators Fundraising on Facebook

Winter Warmers - Two Soup Recipes



LEEK & POTATO

4 large leeks
2 potatoes
1 onion - peeled & chopped
2 oz butter
Salt & Pepper to taste
Chopped chives or parsley

CARROT AND PARSNIP

8oz carrots
1lb parsnips
4 oz potatoes
2 oz butter
2 pints - chicken stock
Salt & Pepper to taste
Chopped Parsley



Here we go....Basic method for many soups

Peel and dice the vegetables
Cook in melted butter for 5 minutes
Add the stock and then simmer for 30 minutes
Add seasoning to taste and blend to suit taste
Optional . . . serve with a swirl of cream and some parsley.

The warmth!

A hot bowl of soup is sure to warm you right up, even when the thermometer has dipped into the negative numbers. Hot soup warms your body from within, giving you a core warmth that's sure to spread to every part of your body. There's a reason they call winter the soup season



STRICTLY EXERCISE

Finding an activity you enjoy is key when it comes to staying active - and dancing is a great way to get fit and have fun at the same time, and with Strictly Come Dancing back on our screens again, there is no better time to join in.

Is dancing a good workout?

Strictly Come Dancing is back on our screens and providing the nation with dance inspiration, but dance fitness is nothing new. Aerobic dance workouts became popular in the 1970s and 1980s and since the early 2000s, Zumba has become a pop culture phenomenon.

A dance session isn't just fun, it's good for you too - and it doesn't matter if you have two left feet. Dance workouts provide an excellent cardiovascular challenge and can be tailored to your ability and fitness level.

When it comes to exercise consistency is critical, and to stay consistent, you need motivation. If you enjoy your workout, you are much more likely to stick with it for the long term. Dancing is a fun and joyful activity that also provides the benefits you'd expect from cardiovascular work, such as improved heart health, reduced risk of type 2 diabetes, better sleep, reduced stress and better weight control.

Different dance workouts have different benefits. For example, barre - a type of exercise that incorporates strength and cardio with ballet movements - aims to improve muscular strength, tone and flexibility. Research suggests Zumba classes, a form of Latin-themed aerobic dance, supports both good physical and mental health.

In order to stay HEALTHY.....

It only takes 30 minutes a day!



That's half an hour every day doing something like:



Regular Exercise Includes all sorts of benefits:

- up to 35% less risk of cardio coronary heart disease and Stroke
- up to 50% less risk of Colon Cancer
- up to 20% less risk of Breast Cancer
- up to 83% lower risk of Osteoarthritis
- up to 58% lower risk of Hip Fracture
- up to 30% lower risk of Dementia and Depression
- up to 30% lower risk of Falls (among elderly Adults)
- **PLUS**
- a 30% lower risk of death!!

20 BENEFITS OF WALKING 30 MINUTES PER DAY



01
REDUCES RISK OF HEART DISEASE



02
HELPS TO MAINTAIN WEIGHT



03
REDUCES YOUR STRESS LEVELS



04
INCREASES YOUR ENERGY LEVELS



05
HELPS TO BOOST YOUR MOOD



06
GETS THE BLOOD PUMPING



07
PREVENTS OBESITY



08
CAN HELP TO REDUCE ANXIETY



09
INCREASES FUNCTIONING OF THE LUNGS



10
INCREASES THE BODY'S ACCESS TO VITAMIN D



11
REDUCES THE RISK OF CANCER



12
CAN IMPROVE QUALITY OF SLEEP



13
GIVES YOU TIME TO PRACTICE SELF CARE



14
IMPROVES COORDINATION AND BALANCE



15
IMPROVES QUALITY OF LIFE



16
REDUCES CHANCE OF DIABETES



17
WALKING CAN INCREASE PARK REACTIVITY



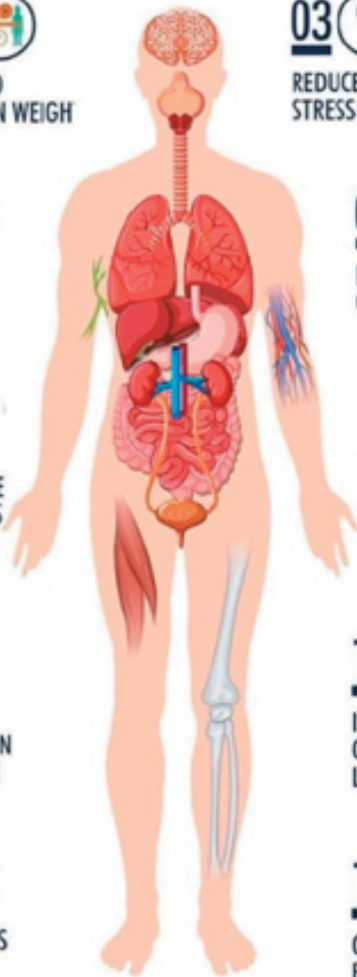
18
STRENGTHENS BONES AND MUSCLES

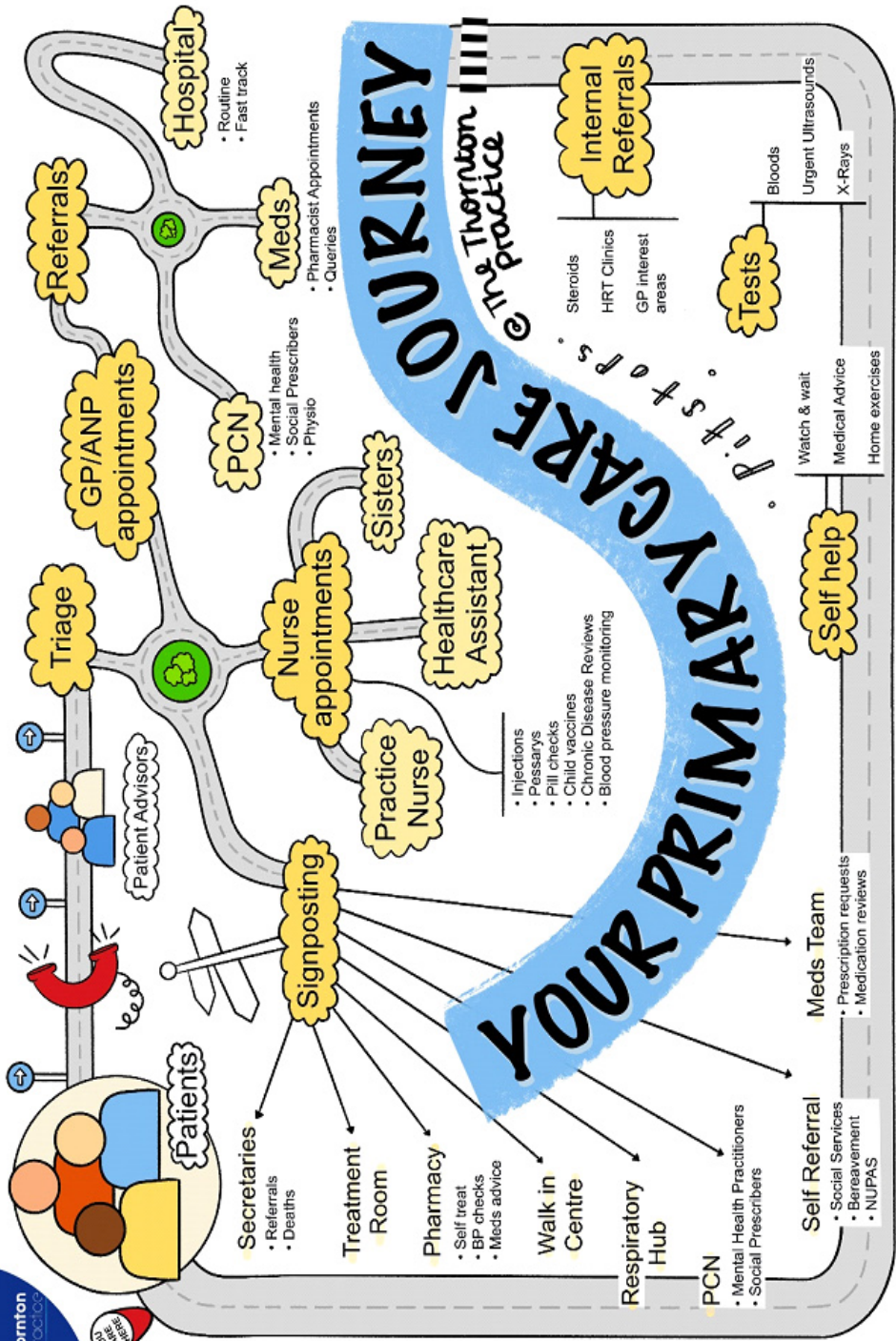


19
CAN IMPROVE BLOOD PRESSURE



20
CAN HELP TO BOOST YOUR IMMUNE SYSTEM





your referral

GO

YOUR

waiting list

SECONDARY

letters or contact from the hospital to patients

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

your hospital appointment

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

PATIENT TRANSPORT

NHS
North West
Ambulance Service
NHS Trust



First, talk to your doctor or hospital, they might book transport for you.

If not, they will give you a number to call.

You may need to have a relative or a carer with you, to help with the information which is needed in order to book ambulatory transport. You will need your National Health number and date of birth.

0800 032 3240

Transport needs to be booked at least 48 hours in advance of your appointment or the service will not be able to take you.

Who can go with you?

You can take one friend or family member with you on the ambulance if you need them to care for you if our staff cannot

What time should I be ready?

2 hours before your appointment time.

If you have an early morning appointment (8am to 9am) the operator will have given you a pick up time.

If we have your phone number we will text message you before your appointment day.



Cancellation.

If you don't need patient transport any more please tell the person who made your appointment as soon as you can.

Going home.

After your appointment, please tell the nurse or receptionist that you are ready to go home by ambulance transport.

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 of this service and for bus timetable get in touch . . .

Tel: **01253 761739**

Email: hello@transporabus.co.uk

Web: www.transporabus.co.uk





Please if you are a carer seek help,
by ringing Lancashire Carers on **0345 688 7113**,
or Email enquiries@lancscarers.co.uk.

Do not suffer in silence.



THANK YOU TO OUR DISTRICT ANGELS



Uniforms may change, transport changes but our District Nurses' care for their patients remains steadfast. Their rounds are ever increasing but their staff numbers and time can often be challenging to meet the demand for their care. They are that ray of sunshine to come through the door with help, advice and reassurance

**To contact our District Angels
Phone 957596**

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



You can refer yourself to Occupational Therapy . . .



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



Commonly asked questions

It can be hard to know how best to prepare for winter. Here are some answers to questions people often ask.

Do I need to get my flu jab every year?

The flu virus changes each year – so even if you've had a jab in the past, it's really important to get it every year.

Is wearing a hat enough to keep me warm on a winter's day?

On its own, a hat probably won't be enough to keep you warm. Pop a scarf on and pull it up over your mouth to help warm up the air you're breathing in. Breathing in cold air raises your risk of chest infections and can increase blood pressure.

Is sleeping in a warm bedroom bad for my health?

Sleeping in a bedroom that's too warm can disturb your sleep patterns and leave you feeling worn out. Your bedroom should be kept at a temperature you're comfortable with – usually around 18°C/64°F is ideal.

Is it bad for my health to sleep with the window open?

Breathing in cold air overnight lowers your body temperature and raises your risk of chest infections – and even heart attacks and strokes.

Is it a good idea to only keep my heating on for a couple of hours each day?

Sudden changes in temperature can cause health problems, so it's best to keep your house at a stable temperature rather than turning the heating up and down.

Do you only feel the benefits of insulation in winter?

Insulation is a bit like a Thermos – it keeps warm things warm and cool things cool. So you'll feel the benefits of a warmer home in winter and a cooler home in summer.

How can I find out if I'm entitled to any help with heating costs?

It's always worth contacting your local Age UK to check if you're eligible for any financial help. There might be more support available than you think.

STAFF UPDATE



The PCN now employs the following staff:-

Paramedic and ACP Paramedic Care Co-ordinators

James Gorrie Katie Adamson-Benz
Radka Wilson Emma Gartside,
Ginny Currey

Pharmacy team

Karina Vagner Julie Frudd

Social Prescribers

Jemma Kerr Derrick Tay
Jo Carson Sarah Norton-Jones

Digital Transformation Lead Mental Health Practitioners

Nia Cuddihee Rachel Davies

Clive Green

PCN Manager

Andy Craig Natalie Wilson

Addie Beckwith

Lisa Banks

The PCN also funds a Nurse Associate in each Practice plus access to Ashfield Physiotherapy for certain one-off injuries

SOCIAL MEDIA

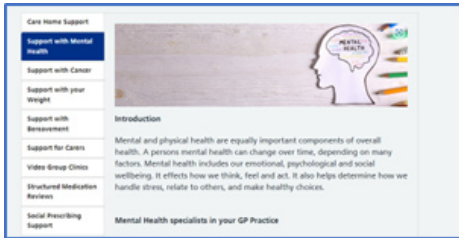
Why not follow us on Facebook? The PCN Care Co-ordinators use the page to deliver patient education, alongside the website and noticeboards which we update regularly in practices. The team also support all areas of the early cancer diagnosis work, including increasing uptake of screening.



CLINICAL PHARMACISTS

The PCN Clinical Pharmacists and Pharmacy Technicians work 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 into the practices.

MENTAL HEALTH PRACTITIONERS



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

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 patients 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

PARAMEDICS

Many of you will have met our ACP Paramedic Katie, who runs clinics in your practices each week. She is shortly being joined by James, our new Paramedic who will spend his whole time in practice, delivering acute appointments

DIGITAL TRANSFORMATION

With support from our Digital Transformation Lead, Torentum PCN are implementing technology that helps make our communication with patients easier e.g. PATCHS and a new telephone system, that allows patients in a queue to receive a call back.

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.

Evenings from 6.30pm 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, ear syringing and smear tests (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)

These appointments are all held at:
Cleveleys Group Practice
Kelso Ave, 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.



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.

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



HRT PRESCRIPTION CHANGES

From 1 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 \(www.gov.uk\)](http://www.gov.uk)



PRESCRIPTION LINE AT THE PRACTICE

The prescription line is open between 9.30am and 12.00pm
Monday to Friday
to order your medications.

Repeat prescriptions are also available to order via the NHS app.

HELPFUL TELEPHONE NUMBERS



ABDOMINAL AORTIC ANEURYSM (AAA) SCREENING

0191 4452554 The NHS currently offers this screening to all men aged 65 and over.

ANXIETY UK.

Charity providing support if you have been diagnosed with an anxiety condition.
Phone: 03444 775 774 (Mon to Friday 9.00am to 5.50pm)

BEREAVEMENT SUPPORT 0800 258 5669

BOWEL SCREENING 0800 707 6060

The NHS BCSP offers screening every 2 years to all men and women.
Aged 60 – 74

BREAST SCREENING 01524 518699

The NHS currently offers Breast Screening to women aged 50 to 70 in England.

CERVICAL SCREENING 0808 802 8000

All women registered with a GP are currently invited for screening.

CAHMS 01253 957166

CITIZENS ADVICE BUREAU 0300 33

DISTRICT NURSES 01253 957596

EMERGENCY DENTIST 0300 123 4010

FLEETWOOD WALK IN CENTRE 0300 123 1144

FYLDE COAST WOMENS AID 01253 596699

INSPIRE 01253 877633

For alcohol and drug support.

MACMILLAN CANCER SUPPORT 01253 955710

MARIE CURIE 0800 090 2309

MEDICAL AIDS HOSPICE FURNITURE SHOP 01253 878995

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

MINDS MATTER 01253 955943 For mental health support.

N-COMPASS 03450 138 208

NUPAS BLACKPOOL 0333 004 6666

QUIT SQUAD – STOP SMOKING HELP 0800 3286297

SAMARITANS.

Confidential support for people experiencing feeling of distress or despair.

Website: www.samaritans.org Phone: 116 123 (free 24-hour helpline)

SEXUAL HEALTH CLINIC 0300 1234 154

SOCIAL SERVICES (Hub) 0300 123 6720

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

YOUTH THERAPY 0800 121 7762 Mental Health Support for 11 – 15-year olds

Support in a crisis

- If you or someone you know needs urgent help as you/they are in mental health distress, then there is always someone you can call
- The Mental Health Crisis Line is available 24 hours a day, 7 days a week by calling **0800 953 0110**. It is staffed by trained mental health professionals who are able to provide assessment and referrals to appropriate services. Ring it if you need to access services or for advice about someone who needs treatment/support
- There is also a Wellbeing Helpline & Texting Service, staffed by volunteers and those with lived experience, that offers emotional support. Ring if you want to chat about your mental health or are lonely etc. It can be contacted on **0800 915 4640** or by texting 'Hello' to **07860 022846**

NHS

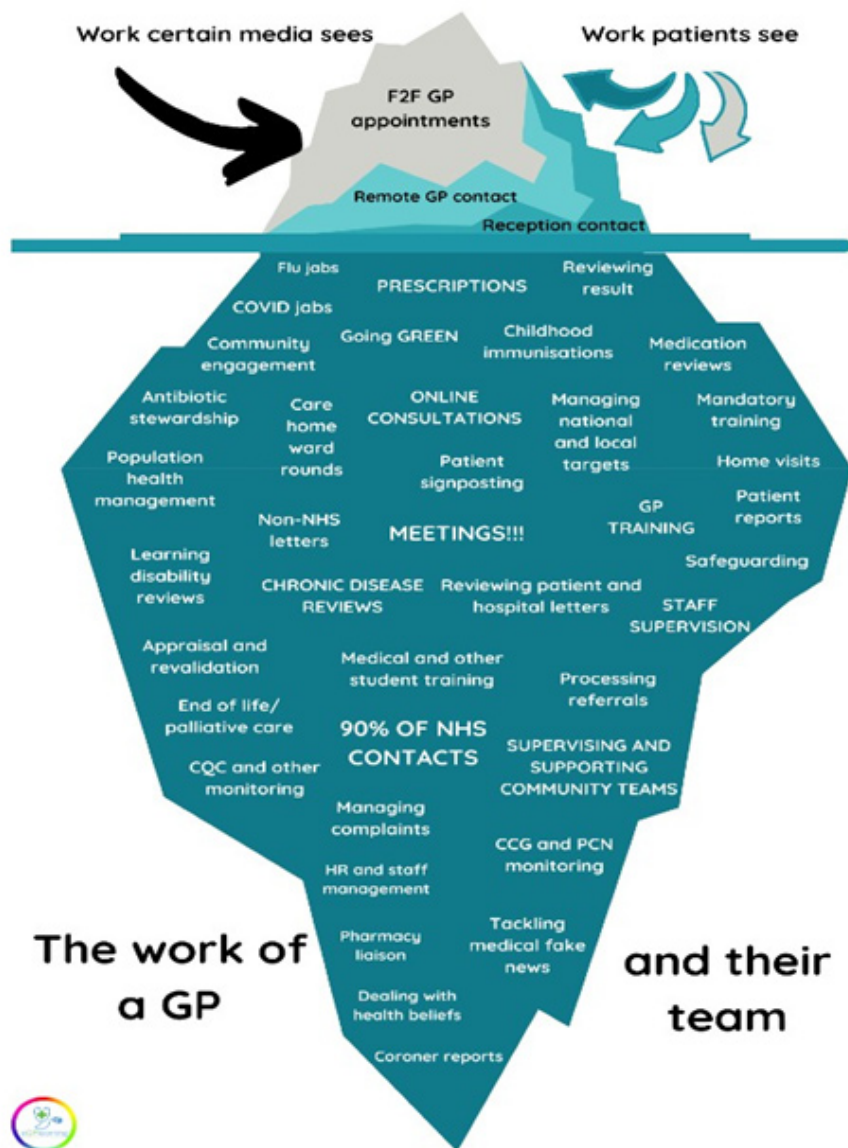
**Lancashire &
South Cumbria**
NHS Foundation Trust



**THE WELLBEING
& MENTAL HEALTH
TEXTING SERVICE**

THE GRAPH BELOW GIVES PATIENTS A BETTER UNDERSTANDING OF WHAT GOES ON BEHIND THE SCENES IN A GP PRACTICE

General Practice



Can my GP ask the hospital to see me quicker?



We cannot affect hospital waiting lists.

Unfortunately GPs have no control over where you are on the waiting list.

Expedite letters do not have any influence over the waiting list. Your GP practice receives multiple requests for expedite letters everyday which reduces the number of appointments available.

If you have been referred to Blackpool Teaching Hospital for further investigations, please visit the following website to see what the current waiting times are: www.myplannedcare.nhs.uk/nwest/blackpool

Please be aware that the hospital will send you a message via a Chatbot service every 12 weeks that you are on the waiting list to ask if you still require an appointment. If you are waiting for an inpatient surgical appointment the message will also ask if your condition has worsened and if so a further clinical review by the specialist at the hospital will take place.

If your symptoms are more severe, in between receiving a message, please **contact the specialist's secretary** to request the specialist review your referral earlier. Contact details should be on any correspondence from the hospital.

Tests ordered by the hospital will be followed up by the hospital.

For new symptoms which may not be related to your original condition please let us know.



Download the NHS App



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

FRIEND AND FAMILY TESTS RESULTS



This is the latest word cloud generated by comments received on the Practice's Friends and Family Test.

The bigger the word, the more often it has been used in the comments from patients.

Thank you for all your comments.

patches

Contact Your GP Online

We would like to let you know about our new messaging/consultation service which will allow us to contact you, and you to contact us, with any admin queries *or* request GP triage without needing to call the practice.

PATCHS will link into your NHS app so will enable us to have faster communication and improve access for you and your family.

To take advantage of these new features create an account with **PATCHS** by following the QR code.





The Thornton Practice

Thornton Medical Centre
Church Road
Thornton-Cleveleys
FY5 2TZ

Telephone: 01253 956282

Opening Times:

Monday: 8.00am – 6.30pm
Tuesday: 8.00am – 6.30pm
Wednesday: 8.00am – 6.30pm
Thursday: 8.00am – 6.30pm
Friday: 8.00am – 6.30pm

Saturday – CLOSED

Sunday – CLOSED

THE PRACTICE WILL BE CLOSED

Christmas Day
Boxing Day
an New Year's Day

