



# Autumn/Winter 2024



# Bank Holiday Closures Autumn/Winter 2024

## December/January Bank Holidays



Wednesday 25<sup>th</sup> December – Christmas Day – **CLOSED** all day.

Thursday 26<sup>th</sup> December – Boxing Day - **CLOSED** all day.

Wednesday 1<sup>st</sup> January 2025 – New Years Day - **CLOSED** all day.

The Practice will only be shut for these three days over the festive period.

Don't forget to order your prescriptions in good time if you would normally order them on these dates!



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**

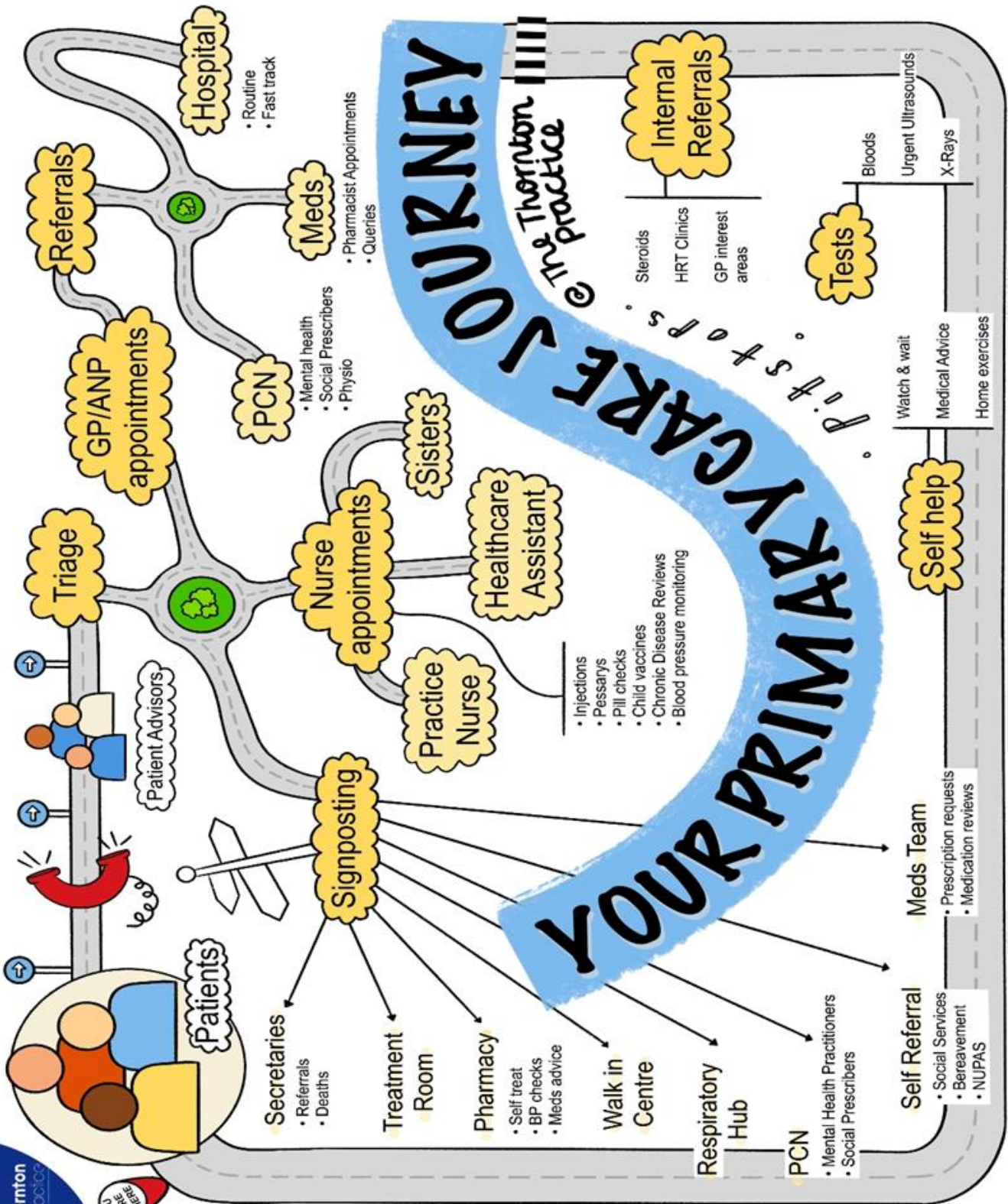
- This practice handles medical records according to the laws on data protection and confidentiality.
- We share medical records with health professionals who are involved in providing you with care and treatment. This is on a need-to-know basis and event by event.
- With your explicit consent some of 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](http://www.thedoctors.co.uk) / ask at reception / e-mail [LSCICB-FW.THORNTONPRACTICE@NHS.NET](mailto:LSCICB-FW.THORNTONPRACTICE@NHS.NET)



# “What happens when I call the practice?”

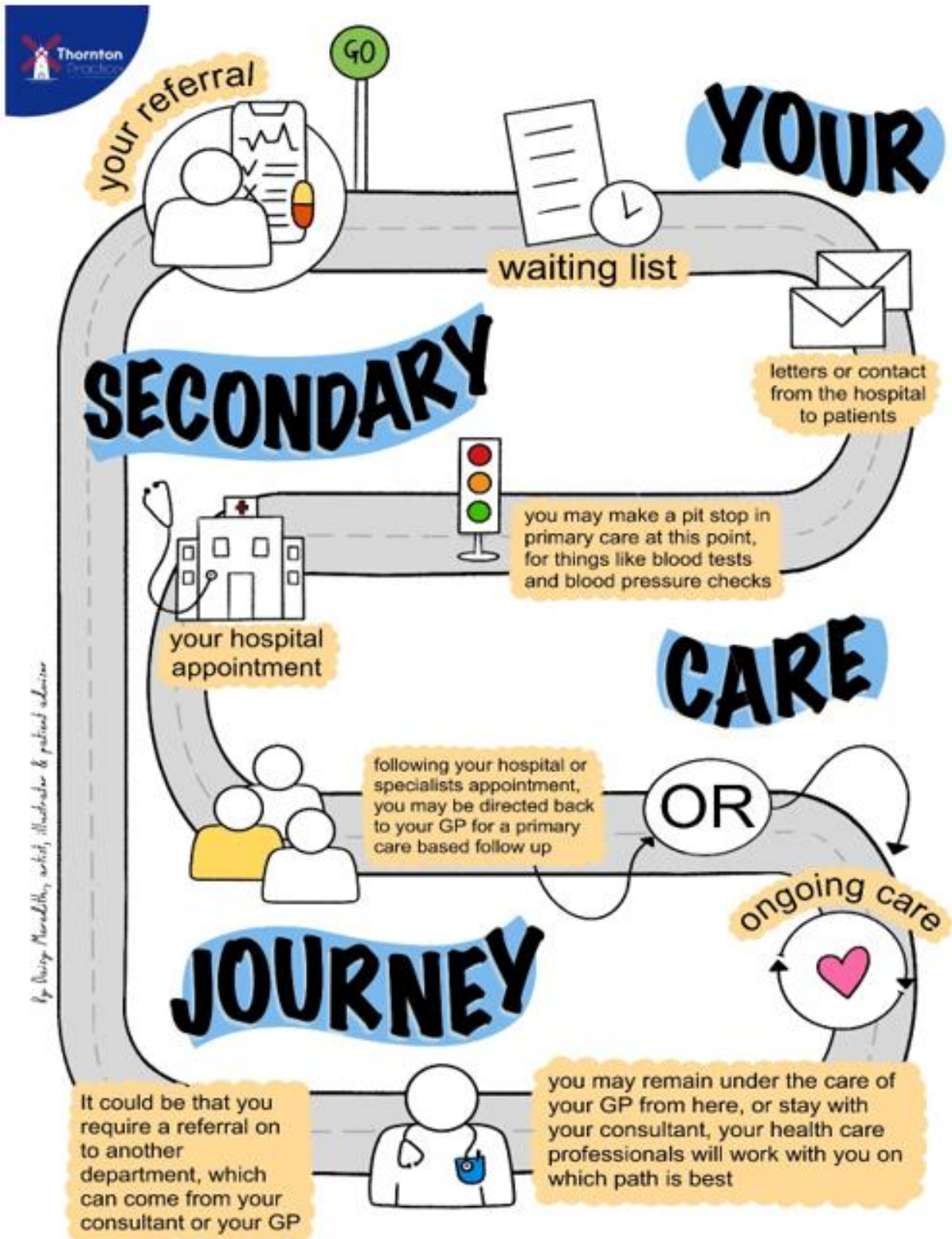
Many patients are unaware of what happens within Primary and Secondary Care, this is a visual reflection of what happens at the practice after we receive your call illustrated by our own very talented Patient Advisor Daisy.



By Daisy Meredith, artist, illustrator & patient advisor



## Secondary pathway.....





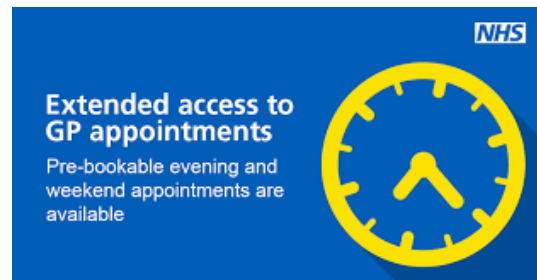
## WE OFFER EXTENDED ACCESS APPOINTMENTS TO OUR PATIENTS

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

We are now able to book evening and weekend appointments at Cleveleys Group Practice. A variety of appointments are available to book and include GP consultations, blood tests, pill checks, ear syringing (subject to availability), ECGs and blood pressure checks.

### Where to go

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



### Appointments

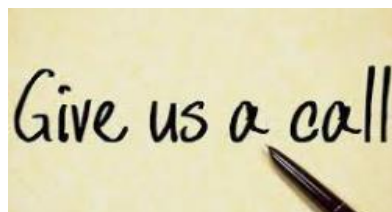
**To book an appointment you must contact your own GP Practice.**

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.**





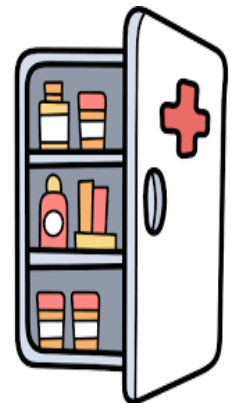
SAVE TIME AND AVOID WAITING TO SEE A GP



For **FREE** confidential advice and treatment ask your pharmacist **FIRST**

- ✓ Acne
- ✓ Athlete's foot
- ✓ Diarrhoea
- ✓ Ear Wax
- ✓ Groin area infection
- ✓ Haemorrhoids
- ✓ Head lice
- ✓ Mouth Ulcers
- ✓ Oral Thrush
- ✓ Scabies
- ✓ Threadworms
- ✓ Vaginal Thrush
- ✓ Verrucae

It's always worth a visit to your local pharmacy for advice, some ailments can be easily treated over the counter with no need for a GP appointment. The GP practice can also make a referral to the local pharmacist on your behalf, who can then issue same day treatments and medication (including antibiotics) for ailments such as uncomplicated Urine Infections, Shingles,



### WHAT SHOULD I HAVE IN MY MEDICINE CUPBOARD?

ALOE VERA, ANTACIDS, ANTIHISTAMINES, ANTISEPTIC CREAM, BITE CREAM, DIARRHOEA MEDICATION, EYE DROPS, COUGH LINCTUS, INSECT REPELLANT, MUSCLE RUB CREAM, PARACETAMOL, PLASTERS, SORE THROAT LOZENGES, SUNCREAM AND THERMOMETER

## Local Pharmacies – Opening Hours & Telephone Numbers

**Allied Pharmacy** – Fleetwood Road (former Michaels restaurant) 8.30am – 6.15pm Mon/Fri  
Tel: 821695

**Boots** – Victoria Road West, Cleveleys 9.00am – 5.30pm Mon/Fri, 9.30am – 5.30pm Sat, 10.00am – 4.00pm Sun Tel: 853168

**Carleton Pharmacy** 8.30am – 6.00pm Mon/Fri  
Tel: 896878

**Cleveleys Pharmacy** – The Crescent 9.00am – 6.00pm Mon/Fri  
Tel: 852215

**Allied Pharmacy** – Thornton Village 9.00am – 5.00pm Mon/Sat  
Tel: 821695

**Morrison's** – Amounderness Way, Cleveleys 9.00am – 8.00pm Mon/Fri, 9.00am – 6.00pm Sat, 10.00am – 4.00pm Sun Tel: 852376



## It's coming up to Flu Season!

Once again, we will be running our Flu clinic here at the practice on Saturday 5<sup>th</sup> October 2024 between 8am and 4pm. If you are eligible, you will be contacted by the practice with details of how to book.







## 5 TIPS FOR WINTER WELLNESS



### Extra Sleep

With the shorter cooler days and longer nights, our bodies naturally need more sleep. Trying getting into bed 30 minutes earlier than usual in winter months

### Exercise Outside

Bundle up and take a walk. Even a 15 minute walk can make a difference. Exercise naturally supports a healthy mood and energy levels.

### Stay Social

The winter months can naturally cause people to turn inward and more isolated. Make a date with friends or family at least once a week to keep high spirits.



### Eat Protein

Proteins help keep blood sugar levels stable and can reduce sugar cravings. Increasing carbohydrate and sugar intake during winter months can compromise immune system.

### Fruits & Veggies

It's more important than ever during the winter to get a wide variety of fruits and vegetables every single day. Think "eat like a rainbow" when you are grocery shopping.



2.9

## Cold or flu?

Cold and flu symptoms are similar, but flu tends to be more severe.

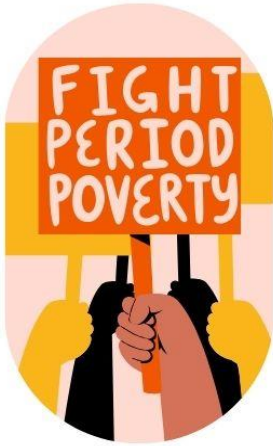


### Cold

- Appears gradually
- Affects mainly your nose and throat
- Makes you feel unwell, but you still feel well enough to do your normal activities

### Flu

- Appears quickly within a few hours
- Affects more than just your nose and throat
- Makes you feel exhausted and too unwell to carry on as normal



## what is period poverty?

a person who lives in period poverty struggles to afford menstrual products due to low income, cultural differences or health issues.



## Tackling Period Poverty, together.



We are working with Gift Wellness and The Period Angels app to help tackle period poverty and challenge stigmas in the North West.

These products are available in reception for anyone who needs them so please take what you need and if you can, donate what you don't.

## Donations!

We are in need of donations. If you do have any products you no longer need, or want to buy some to donate, please send them our way. This project relies on our community, coming together so anything you could spare would be much appreciated







tackling period poverty, together.

# We are collecting donations of period products

*could you donate?*



These products will be used to stock up the donation station in the reception area at Thornton Practice. They will be free to our community, join us in tackling period poverty and ending stigma!

*please ensure all products are within date and in their original packaging*

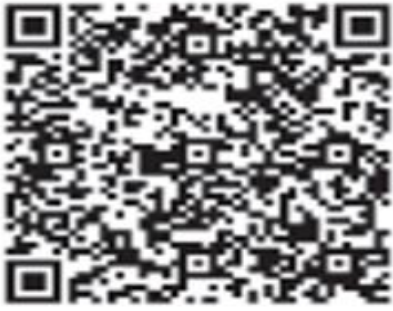


Get the Period Angels App for local donation stations

tackling period poverty, together.

01253 204 212 





# Do more with the NHS App!



-  Order repeat prescriptions
-  Use NHS 111 online
-  Find NHS services
-  View your GP health record
-  Book appointments
-  Get reminders and messages

And much more...

**Need help?**  
Get support in the app or visit [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp)



Don't forget to also download Patches.



**PATCHS** is an online consultation service that works alongside the NHS app. It allows you to access GP services online. Simply answer a few questions and you can submit a clinical or administrative request, hopefully avoiding the morning telephone queue.

**DON'T BE A  
NO SHOW**



## **Patients who did not attend for their appointments.**

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

- **103** missed face to face appointments with our clinicians.
- **110** 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!**

## **Cloud Based Telephony**

We have now moved on to our new cloud-based telephony system. Our new system should be a lot easier for our call handlers to use and will bring us into the modern day allowing us to link in more digitally with our patients. There be no noticeable difference for you using the system, however, there are a few new features like call back which will make your experience more positive. Please call the practice to cancel or change an appointment that you cannot keep!



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.



Search for @thornton practice.





## PPG updates

### **PPG BUSIER THAN EVER!**

Throughout the last few months, the PPG have been busier than ever in and out of the surgery. We have had interesting visits and speakers alongside listening to patient views and campaigning for dentistry, breast screening and bowel screening.

The PPG were invited to the Pathology at BVH, and this was an amazing experience to see these wonderful people testing over 3000 samples a day with a workforce of 300.

We were able to see the dissection of a recently removed gall bladder and the intricate extraction of the stones. The dedication, knowledge and professionalism of the staff was amazing.



The Path team have asked if they can come and see how the PPG work in the waiting room and what value is added to the Practice in having such a group. Everyone reading this will have some idea of how stretched and underfunded general practice is. Crisis point has been reached and the true situation was relayed by Adam Janjua in real terms and how the impact was felt by patients. The PPGs have never been fund raising organisations, but we do raise funds for research, in particular Breast Cancer. In the past we have held afternoon teas, but this year we have tried a different approach in using the waiting room to for donations etc. Last year we raised £450!

# BREAST CANCER NOW

The research  
& care charity

A revamp of the waiting area has now been completed with notice boards updated and a new Information and Well Being hub has been created to help patients take away handy leaflets with accessible phone lines and community help. The patients have been very complimentary about this and found the information very useful.



Another event which we took part in was the Bioblitz on STANAH Country Park. The main tent held all types of environmental stands where Rivers, Seas, Plants and Animals were represented. The weather was appalling but it remained dry in the marquee and despite these awful weather conditions we had everyone from tot to aged painting pebbles, decorating bags enjoying the atmosphere. Some made bug boxes and Morrisons kindly donated fruit to give the children to take home. Again, it was an excellent way of giving out screening information, advice and emergency nos. A grand day out for all!



Digital access, change of phone number were all good opportunities to have drop ins where patients could be talked through the NHS app along with the assurance of access for those without digital access. Several Listening Tables were held over the last few months where patients were able to chat to members and give their compliments and concerns. Listening and feeding back to the managers and medical staff is probably the most vital and rewarding work that a PPG can do.

Feedback has been very positive with seeing a GP face to face being the No1 priority and gave the greatest satisfaction, along with the cheeriness of the reception staff.

As we head towards Autumn and Winter the PPG will be on duty for the vaccinations in Oct. The PPG volunteers have been helping at every vaccination session since 2015 and Covid saw a massive contribution and they were awarded special badges in recognition for this superb effort.





The PPG are always looking for new volunteers and will always welcome new members. Please enquire at the Reception Desk.



**Thornton Practice**  
PATIENT PARTICIPATION

Do you want to be part of an effective and outstanding patient group ?  
Do you like talking and listening to patients ?  
Can you commit to a couple of hours a month ?  
Are you interested in current health issues?  
Are you a patient at Thornton Practice ?  
**YES! YES! YES! YES! YES! YES! YES!**  
We are currently looking for new members  
Then this could be for You!  
Our next meeting is in July Why not come along?  
**CONTACT THORNTON PRACTICE, PM PREFERABLY!**  
Tel 204212 or leave details at the desk.



Our PPG Facebook page is a very good source for health advice and campaigns for vaccinations and health updates. We get a lot of compliments from patients who like to be part of the Practice. All patients can join this page PPG at the Thornton Practice and can comment if they are patients.





## Patient Stories

### **My Breast Cancer Journey: From Diagnosis to Recovery**

I wanted to share my breast cancer journey with you all, in hopes that it might offer some comfort, guidance or simply a sense of solidarity.

In 2019, at the age of 43, I was diagnosed with ductal carcinoma in situ (DCIS) State 0 pre-Cancer. This wasn't my first visit to the breast care clinic – I had been there twice before due to concerns. However, this time, things were different. Biopsies revealed the presence of DCIS amidst lots of cysts in my right breast tissue, making it unclear how much further it extended beyond the initial 5cm. At the time of diagnosis my sons were 14 & 9 years old. My husband and I shared the news with them openly, believing that honesty was the best approach. They were my rocks throughout the surgery and the treatment that followed, providing me with strength and motivation to keep fighting. Their support, along with my husbands' unwavering presence, made a tremendous difference in my journey.

Faced with this uncertainty, I opted for a mastectomy with immediate prepectoral reconstruction. It was a daunting decision, but one I felt was necessary for my health and peace of mind. My workplace was incredibly supportive, agreeing to an initial 3-month sick leave to allow me time for surgery and recovery. Later, I was advised to take a year off work, which my company continued to support. The surgery itself went well, and I focused on healing and regaining my strength, both physically and emotionally. Recovery from the operation was generally good, apart from dealing with an unruly internal stitch. This stitch caused quite a bit of concern, but my breast surgeon soon sorted it and admitted me for a couple of days of IV antibiotics and the opportunity to binge watch some of my favourite TV shows! This only delayed my healing process slightly but, with patient and care, I managed to overcome this minor setback. The results of the tumour came through, revealing it was multifocal state 1 Her2+ and measured 9.5cm. Thankfully, the sentinel nodes were clear. Given the size and nature of the tumour it was decided that I would undergo chemotherapy followed by 3 weeks of radiotherapy. This news was devastating,

especially the thought of losing my hair, but I booked into the hairdressers, had my hair cut short and embraced the new style.

Chemotherapy was tough but with the support of my family and friends I took each day as it came and when there were good days I got up and went out, love a good garden centre and café – oh, and cake! Each session brought its own challenges with feeling rough and tired, but it also brought me closer to recovery. My chemotherapy was cut short due to an infection in my Hickman line and an emergency stay in the HDU unit, who have the most comfortable beds in the hospital! Radiotherapy followed at the start of lockdown in 2020. This was a breeze compared to chemotherapy and I kept my focus on the end goal: beating cancer. After radiotherapy my final surgery was an oophorectomy (removal of ovaries) to minimize the hormones in my body, followed by 8-10 years on Tamoxifen, a hormone suppressant medication as my cancer was ignited by my hormones! During my treatment I managed to attend only a couple of group meetings with the Fylde Coast Breast Cancer Support Group before it took a hiatus due to COVID-19. When it restarted in late 2022, it was incredibly comforting to reconnect with this amazing group of ladies. The support group played a vital role in my post-cancer journey, providing a space to share experiences, offer support and receive encouragement. I became more involved, helping with the Facebook page, arranging guest speakers, and organising group activities. These women are truly remarkable, and being a part of this community has been one of the most rewarding aspects of my recovery. Through it all, I've learned the importance of listening to your body, seeking support and not being afraid to make tough decisions about your health. The journey wasn't easy, but it was a journey I didn't have to take alone. The support from all the teams I was blessed with meeting at Blackpool Victoria Hospital, the Rosemere Centre, family, friends and even strangers online have been invaluable.

If you're going through a similar experience, remember that it's okay to feel overwhelmed. Take things one day at a time and don't hesitate to reach out for help. Surround yourself with a strong support system and give yourself grace as you navigate through this challenging time.

Thank you for letting me share my story. The Breast Cancer group meets twice a month, and it is there for all breast cancer survivors and patients. You can find our details on the Facebook page Fylde Coast Breast Cancer Support Group.

**STAY STRONG AND KEEP FIGHTING** 🤝 😊 😍



## My experience of the Meds Management Team at TTP



I would like to share some of my recent experiences regarding my prescriptions and the Medicine Management Team at Thornton Practice.

When we patients were no longer able use or have the option to have paper repeat prescriptions, I set up my own system in a file to prevent any errors or confusion and to stop me worrying. I refer to my system when I order my repeat prescriptions, my own system allows me to check my stock levels as my prescription order can fluctuate between 15 to 19 items a month. I do realise that times change and now prescriptions are signed with a digital signature and sent directly to a pharmacy, thus cutting down on the risk of losing the prescription and saving the environment, saving paper!

I recently had a medication review; my appointment was with Karina (The Pharmacist). I was a little dubious when I received my appointment, however my experience was excellent and exceeded all my expectations.

During my appointment I was given the opportunity to share my own system with Karina and she confirmed she was happy with my system, which gave me peace of mind. We spoke about some of my medication and some items of medication that had changed recently, I found the whole experience extremely helpful, to finally understand what the medication is for and how and when it is to be taken.

In a nutshell I was given the opportunity to share and to ask questions in a very relaxed way. I left my appointment knowing a lot more than when I went in.

My experience with Sanjay (Lead Clinical Pharmacist) on 3 or 4 occasions has also been very helpful. Once my insulin pen was changed and Sanjay patiently spent quite a lot of time showing me the correct way to use it. Another time was when some medication from the hospital was discontinued and no longer produced. New medication was prescribed which was totally different and to my eyes looked a lot bigger dose. I was concerned I would overdose; Sanjay took the new medication apart to show me it was the same as the previous dosage medication and put my mind at rest.

Helen a member of meds management team very quickly sorted out a problem for me when I forgot to take (what I call my emergency medication) on holiday with me. After ringing the prescription line, I explained that I needed this medication whilst away, Helen explained that the medication team can send prescriptions to anywhere in England. Helen was able to arrange for a prescription to be sent to a pharmacy very close to where I was on holiday. I knew where the pharmacy was Helen had found, and I picked up the medication (I forgot and needed) the following day.

All the ladies in the pharmacy team have always been helpful to this old girl!

Sometimes Patients can dwell on the negative, so I just wanted to share something I found very positive. Thank you and keep up the good work!



Share Your Story 

### 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 self-refer to Community Occupational Therapy



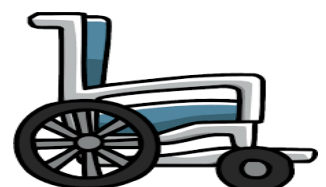
### How to self-refer?

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.





## Activities in the Community



CHRIST CHURCH THORNTON  
COMMUNITY CENTRE

Address: Meadows Avenue,  
Thornton, FY5 2TW. Telephone:  
01253 272372 to book or  
check dates and availability.

### Every Monday

**SING & Chat** £7.50 with lunch included



12.00pm – 2.00pm

... for people living  
with dementia, and  
their carers.

### Every Wednesday

**EAT & Chat** FREE! (donations welcome)



12.00pm – 1.00pm

... Lunches for  
Seniors. A delicious  
two-course meal.

### Every Monday

**BOWL & Chat** £3 with refreshments

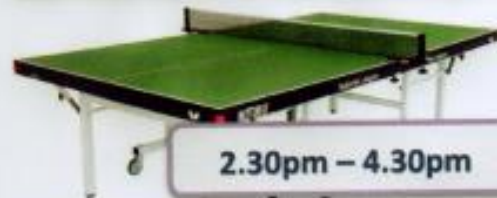
2.30pm – 4.30pm



Short mat bowling. Everyone welcome, from  
beginners to experts. All year round. Bowls  
provided. Friendly, welcoming atmosphere.

### Every Thursday

**BAT & Chat** £3 with refreshments



2.30pm – 4.30pm

Table tennis, pool, scrabble, chess. Everyone  
welcome, from beginners to experts. All year  
round. Bats and balls provided.

### Every Friday

**MOVE & Chat** £3 with refreshments

...a gentle chair-based  
exercise activity for all  
abilities.



2.30pm – 4.30pm

### Monday to Friday

in the Pilgrim's Rest (Chapel)

**DRINK & Chat** £1 suggested donation

...tea, coffee, biscuits,  
conversation, crafts, come  
and rest and be refreshed!



10.00am – 12.00pm



Join us for our  
**Sunday Morning power hour**  
 Leaving from Broadway Medical centre  
 9.30 am (fleetwood road side)



**FREE!**

**Fitness 50**

Jules Brooks pt

**SUNDAY 9.30 am**

**Community classes**  
 Next week at  
**Fitness 50**

**Cancer prehab and rehabilitation exercise class**

**FREE of charge**

If you are a health professional or if you have received a cancer diagnosis and want to know more about these inclusive classes please get in touch. I am a level 4 qualified instructor of exercise for cancer for pre treatment, and rehabilitation

**Mondays and Thursdays**

**2 pm until 2.45 Fleetwood Methodist Church Fleetwood Road**



Supported by  
 Fleetwood Town  
 Community Trust  
 and the Lottery Fund

**Together we CANCERTAINLY**

start to rebuild your fitness, your confidence and your life in a safe effective way

**Julie Brooks tel 07484821156**

Exclusion criteria on request

**MONDAY 2pm**



**Release your inner lion**

**BOXFIT is a fun workout for all ages**

**Mondays 6.15-7 pm**  
 Larkholme community centre

Non contact boxing  
 this is a great body conditioning class whatever your fitness levels are

Follow us on Facebook  
 Fitness 50

**MONDAY 6.15pm**



**WEDNESDAY 6.15 pm**

Julie Brooks pt  
 Level 4 qualified  
 Personal Trainer

Fitness50 wyre Fitness 50 For the Community Health and well being

**Gentle Exercise Class**

**20+ years old**  
 Cleveleys Park Methodist Church  
 12.45-1.30 and 1.45 - 2.30pm (FREE OF CHARGE)  
**Every Wednesday!**

Suitable for **anybody** wanting to take part in low impact and low intensity workouts.



Now with a choice of 2 times!!!!  
 For further information please call 01253 208442  
 or email [community@fleetwoodtownfc.com](mailto:community@fleetwoodtownfc.com)

**WEDNESDAY. 12.45 pm**

COMMUNITY Fitness50

**EXERCISE PREHAB + REHAB FREE TO ATTEND**

Designed to help people with medical conditions improve and maintain fitness, strength and mobility.

**MEDICAL CONDITIONS EXERCISE SESSION**  
 Monday 2-3pm | Fleetwood Methodist Church - F17 8JN

**CANCER SPECIFIC SESSION**  
 Thursday 2-3pm | Fleetwood Methodist Church - F17 8JN

Contact: Sarah.Half@fleetwoodtownfc.com  
 or call: 07709 037 505

**Thursday 2 pm**

**Retro Ravers**

SEATED DANCE CLASS SET TO THE  
 Or STANDING SOUNDS OF THE  
 70S, 80S AND 90S

**NEW FOR 2024**  
 1PM - 1:40PM  
 EVERY THURSDAY  
 FLEETWOOD METHODIST CHURCH

**Thursday 2 pm**

**Fitness 50**

**Butts and guts class**

**Friday 6.15 @ Fleetwood Methodist church Fleetwood Road**

**FRIDAY 6.15pm**



## Who's Who at The Thornton Practice

### Management

Amy Sissons – Practice Business Partner  
Emily Bradshaw – Patient Services and Operations Manager  
Jackie Marsden – Quality and Finance Manager  
Michelle Marsh – HR Manager/ Business Support Manager  
Sanjay Tanna – Lead Clinical Pharmacist



### General Practitioners

Dr Felicity Guest (f) Senior Partner  
Dr Michael Power (m) Partner  
Dr Peter Kell (m) Partner  
Dr Carsten Ezard (m) Partner  
Dr Oliver Hopkins (m)  
Dr Olu Adebambo (m)  
Dr Jay Prabhakaran (m)  
Dr Judith Chaloner (f)



### Advanced Nurse Practitioners (ANP's):

Victoria Longworth (f)  
Aimee Zeinah (f)



### Practice Nurses

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



## Healthcare Assistants (HCA's) and Nurse Associates

Rebecca Staves  
Rebecca Hughes



## GP Associates

Beth Allen  
Laura Hill

## Secretaries

Patricia Dingle – Lead Medical Secretary  
Kate Hulley  
Kaitlan Taylor-King

## Administration

Louise Latham – Business Analyst  
Olivier Tattersall – Coding and Summarising and Medication support  
Lynne Doidge - Coding and Summarising  
Rachel Lettice – Coding



## 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  
Daisy Meredith  
Ruby Gratrix  
Samantha Rakocevic  
Cathy Tattersall



## Receptionists/Patient Advisors

Stacey Stokes – Reception Supervisor  
Lyndsey Stevenson  
Sarah Barker

## Site Supervisor

Charlie Garrett





## A snippet of our latest Friends and Family feedback! Thank you to all our lovely patients for sharing your thoughts!

Total count of Friends and Family Test feedback

3292

Very poor  
30 (1%)

Poor  
38 (1%)

Neither good nor bad  
75 (2%)

Very good  
2750 (84%)

Good  
380 (12%)

Don't know  
11 (0%)

[Download](#)

FEEDBACK SOURCE	HOW WAS YOUR EXPERIENCE?	WHY DID YOU GIVE YOUR ANSWER?	DATE
Appointment	Very good	Very friendly and very punctual	03/09/2024
Appointment	Very good	Excellent visit as usual. No long wait and the most pleasant nurse.	03/09/2024
Patches	Very good		03/09/2024
Appointment	Very good	always an efficient and pleasant experience with little waiting time	03/09/2024
Appointment	Very good	Friendly receptionist and nurse.	03/09/2024
Appointment	Very good	Very efficient, had my records to hand and very friendly. Delayed 10 but standard anywhere and graciously acknowledged it and apologised.	03/09/2024
Appointment	Very good	Unfortunately I arrived a little late but this did not cause a problem and I was dealt with quickly	03/09/2024
Appointment	Very good	Been with the practice for many years and only had a couple of blips but they were dealt with. My overall experience has been very pleasant both with reception and medial staff.	03/09/2024
Appointment	Good	Got everything attended to .	03/09/2024
Appointment	Very good	On time lovely doctor	03/09/2024
Appointment	Very good	On time for injection	03/09/2024
Appointment	Good	The nurses at the practise were very efficient and friendly.	03/09/2024
Appointment	Very good	Helpful, explained everything, friendly & on time.	03/09/2024
Appointment	Very good	Every one was very pleasant and professional	03/09/2024
Appointment	Very good	I was seen by a doctor on the same day that I contacted the surgery and sent for an X-ray immediately.	02/09/2024



If you are struggling to get to a hospital appointment, please call Patient Services on **0800 0323240** (subject to eligibility). You will need your NHS number and date of birth to book.

Transport needs to be booked at least 48 hours in advance of your appointment. If you no longer need the transport, please contact the service as soon as possible to cancel.

You can also take the number 24 bus service to Blackpool Victoria Hospital. The service runs a regular timetable from Fleetwood.

For more details of the bus timetable please see details below.

Email: [blackpool@transporagroup.co.uk](mailto:blackpool@transporagroup.co.uk)  
Phone: 01253 761739

Transpora Bus North West  
Brinwell Road Bus Garage  
Mereside  
Blackpool FY4 4QU





PRIMARY CARE NETWORK

The Torentum Primary care network is a collaboration of 3 GP Practices, The Thornton Practice, The Crescent Surgery and The Cleveleys Group Practice, serving a population of 33,500 patients.

The Wellbeing Hub is made up as follows:

## WELLBEING HUB

PCN MANAGER

Lisa Banks

DIGITAL  
TRANSFORMATION  
LEAD

Clive Green

CARE  
COORDINATORS

Radka Wilson  
Ginny Currey  
Emma Gartside

SOCIAL  
PRESCRIBERS

Jo Carson  
Sarah Norton-  
Jones  
Rachel Davis

MENTAL  
HEALTH  
PRACTITIONERS

Andy Craig

ADVANCED  
PRACTITIONER  
PARAMEDIC

Katie Adamson-  
Benz

PARAMEDIC

James Gorrie

CLINICAL  
PHARMACIST

Ann Tordoff  
Karina Vagner  
Derrick Tay  
Ginny Chui

PHARMACY  
TECHNICIANS

Julie Frudd

The PCN funds

- 1 Nurse Associate in each practice
- The Ashfield Physiotherapy service



Having access to the extra staff and support workers allows each of the practices to offer more services to our patients, both clinically and holistically.

## What do the Social Prescribers do?

Social Prescribing involves Link Workers sharing their time with you, focusing on 'what matters to you'. We connect people to community groups or statutory services for practical and emotional support.

Your Social Prescriber is there to listen to you and put your needs at the forefront of every decision you make. We could link you or introduce you to a community group, a new activity or a local club. We may help you find legal advice, debt counselling, housing support or the right person to help you find a job or volunteering opportunity. Your Social Prescriber will look to give you specific information and guidance on your situation or suggest local resources that might help. They could even support you to create something new such as a gardening club, a fishing group, a 'men's shed' or knit and natter group.

After you have been referred through your GP surgery, your Social Prescribing Link Worker will call you for a chat. We will then help you identify areas in your life, where services and support could help you feel better and more confident in being able to manage your current situation and health. We will spend time learning about the ideas you may already have, and what is currently working well in your life. Together we will discuss what is working well now, explore what is important to you and what issues you may want help with. We develop a shared agreement on your goals, find local services and activities and help you find and access local services and activities. Your care will still be overseen by your GP. We are part of a wider GP practice team and cover Cleveleys Group practice, The Crescent Surgery and The Thornton practice. The Social Prescribers work with other teams in the primary care network to ensure you get the right care, at the right time from the right person.

“

"A fifth of all people who go to see their doctor have social problems which result in poor health, anxiety, low mood, grief, loneliness, or financial worries."





## 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

# 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 SPARK CREATIVITY



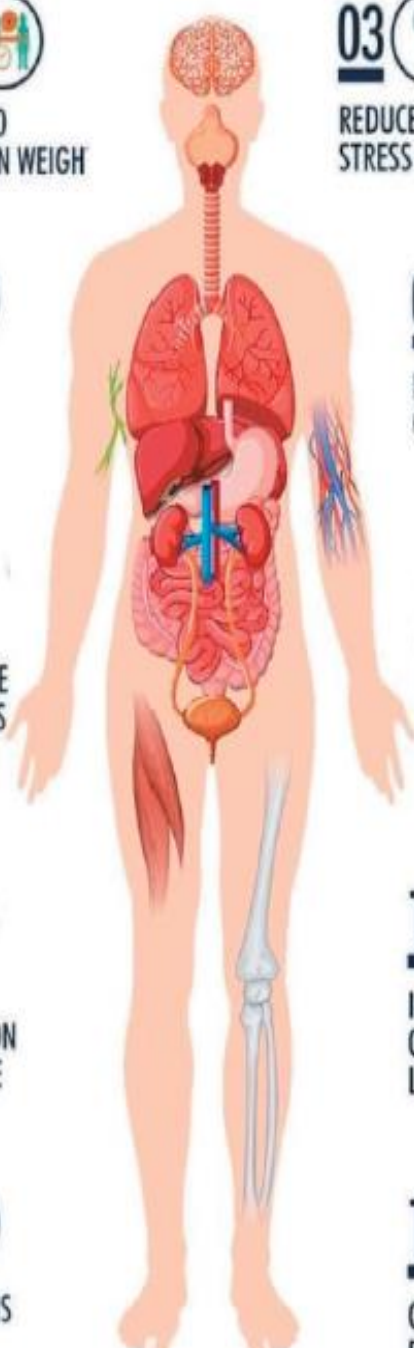
**18**  
STRENGTHENS BONES AND MUSCLES



**19**  
CAN IMPROVE BLOOD PRESSURE



**20**  
CAN HELP TO BOOST YOUR IMMUNE SYSTEM





# Warming Autumn/Winter Recipes

## Healthy vegetable Soup

### Ingredients

- 200g sourdough bread, cut into croutons.
- 1 tbsp caraway seeds
- 3 tbsp olive oil
- 1 garlic clove, chopped.
- 1 carrot, chopped.
- 1 potato, chopped.
- 600ml vegetable stock (we use bouillon)
- 100g cherry tomatoes, halved.
- 400g can chopped tomatoes
- pinch of golden caster sugar
- 1 bouquet garni (2 bay leaves, 1 rosemary sprig and 2 thyme sprigs tied together with string)
- 1 celery stick, chopped.
- 200g cauliflower, cut into florets.
- 150g white cabbage, shredded.
- 1 tsp Worcestershire sauce
- 2 tsp mushroom ketchup



### Method

**STEP 1** - Heat oven to 180C/160C fan/gas 4. Put the bread on a baking tray with the caraway seeds, half the oil and some sea salt, and bake for 10-15 mins or until golden and crisp. Set aside.

**STEP 2** -Meanwhile, heat the remaining oil in a large saucepan over a medium heat. Add the garlic, carrot and potato and cook for 5 mins, stirring frequently, until a little softened.

**STEP 3** - Add the stock, tomatoes, sugar, bouquet garni, celery and seasoning and bring to a rolling boil. Reduce the heat, simmer for 10 mins, then add the cauliflower and cabbage. Cook for 15 mins until the veg is tender.

**STEP 4** - Stir in the Worcestershire sauce and mushroom ketchup. Remove the bouquet garni and serve the soup in bowls with the caraway croutons.



# Beef Stew



## Ingredients

- 2 celery sticks, thickly sliced.
- 1 onion, chopped.
- 2 big carrots, halved lengthways then very chunkily sliced.
- 5 bay leaves
- 2 thyme sprigs,
- 1 tbsp vegetable oil
- 1 tbsp butter
- 2 tbsp plain flour
- 2 tbsp tomato purée
- 2 tbsp Worcestershire sauce
- 2 beef stock cubes, crumbled.
- 850g stewing beef (feather blade or brisket works nicely), cut into nice large chunks.

## Method

**STEP 1 - Heat oven to 160C/140C fan/gas 3 and put the kettle on.**

**STEP 2 - Put 2 thickly sliced celery sticks, 1 chopped onion, 2 chunkily sliced carrots, 5 bay leaves and 1 whole thyme sprig in a flameproof casserole dish with 1 tbsp vegetable oil and 1 tbsp butter.**

**STEP 3 - Soften for 10 mins, then stir in 2 tbsp plain flour until it doesn't look dusty anymore, followed by 2 tbsp tomato purée, 2 tbsp Worcestershire sauce and 2 crumbled beef stock cubes.**

**STEP 4 - Gradually stir in 600ml hot water, then tip in 850g stewing beef and bring to a gentle simmer.**

**STEP 5 - Cover and put in the oven for 2hrs 30 mins, then uncover and cook for 30mins – 1hr more until the meat is tender and the sauce is thickened.**

**STEP 6 - Garnish with the picked leaves of the remaining thyme sprig.**





**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** 0808 8081677

**BOWEL SCREENING** 0800 707 6060

The NHS BCSP offers screening every 2 years to all men and women.

Aged 60 – 74

**BREAST SCREENING** 01524 583050

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** 0800 1217762

**CITIZENS ADVICE BUREAU** 0800 1448848

**DISTRICT NURSES** 01253 957596

**EMERGENCY DENTIST** 0300 123 4010

**FLEETWOOD WALK IN CENTRE** 0300 123 1144

**FYLDE COAST WOMENS AID** 01253 596699

**INSPIRE** 0808 1698673

For alcohol and drug support.

**MARIE CURIE** 0800 090 2309

**MEDICAL AIDS HOSPICE FURNITURE SHOP** 01253 878995

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

**TALKING THERAPIES** 01772 695 300 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](http://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 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

Practice Email: [iscicb-fw.thorntonpractice@nhs.net](mailto:iscicb-fw.thorntonpractice@nhs.net)

NEW NUMBER

**01253**

**20 42 12**

