

NEWSLETTER

SABDEN AND WHALLEY MEDICAL GROUP

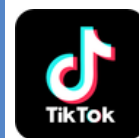
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Do more with the NHS APP

The NHS APP gives patients a simple and secure way to access a range of NHS services such as:

- Ordering repeat medication.
- Access your health records.
- View your vaccination history.
- Book, cancel and rearrange your appointments.
- Register as an organ donor.
- Nominate a pharmacy.
- Select your data sharing preferences

Patients can download the NHS App on their smart phone or tablet via google play or the IOS app store. You can also access the same services in a web browser.

Patients must be 13 or over to use the NHS App. You also need to be registered with a GP surgery in England.

To access the app, you will need to set up an NHS Login and prove who you are. Your NHS App then securely connect to information from your GP surgery.

If you device supports finger print detection or facial recognition, you can use it to log into your NHS APP each time, instead of using a password or security code.

For additional information relating to the NHS App you can visit the NHS website on <https://www.nhs.uk/>

For those who require support setting up an account or navigating their way around the app, you can come into the surgery during one of our monthly drop in sessions. Please check our Facebook account for the up and coming dates.

Retirement announcement

In January 2023 I started as the Practice Manager at Sabden and Whalley Medical Group. I have met many patients, led the PPG meetings and organised the estates changes at Sabden . I have managed to organise all of the plans for a future extension at Whalley- which is on hold currently due to the changes in government which have put estates projects on hold for now. Hopefully this will start up again after the ten year plan has been released.

My team has grown, staff members moving up and gaining qualifications to improve the work at the surgery. I have really enjoyed my time here , but I have decided that the time is right for me to take early retirement from the role and have some quality time with my family. I will leave the surgery at the end of June. Thank-you for making me feel so welcome and particularly to the members of the patient participation group (PPG) , who have been an absolute pleasure to work alongside.

There is a fantastic team at Sabden and Whalley- both behind the scenes in the administrative and management areas, and on the frontline, with the clinical team, dispensary and reception teams.

Therefore, the amazing care will continue long after I have left, alongside a new manager. Thank you for allowing me to be a small part of this for the last two and a half years.

Luan Stewart.

Covid-19 spring boosters

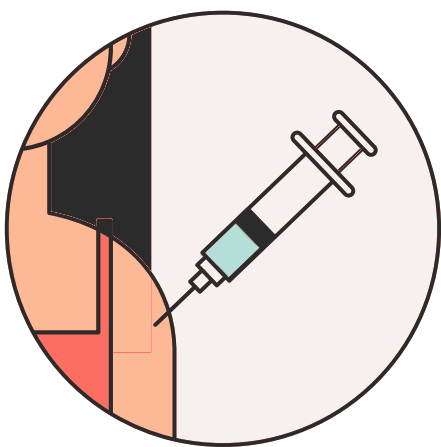
We are now hosting our covid-19 spring booster vaccination clinics, where eligible patients are invited to attend to receive their spring booster vaccine.

If you fall into one of the following categories and you wish to receive your spring booster please contact a member of our reception team:

Are aged 75 or over

Are aged 6 months to 74 years and have a weakened immune system.

Live in a care home



Premises update

If you have recently visited the surgery, you may have noticed that we have been making some improvements for both patients and staff. These changes include:

- Updating clinical rooms 3, 4 and 6.
- Updating the downstairs patient toilet facilities.
- Updating the upstairs administration office.
- Updating the upstairs reception office.
- Creating an outside bike shelter.

You may or may not be aware that the Sabden and Whalley Medical Group had plans to create an extension at the back of the Whalley surgery site, however this has unfortunately been put on hold, due to the ICB funding being withdrawn.

Whilst the building can not be extended at this moment in time we do hope that if and when the ICB funding is available, we will make plans to begin the extension.

Bank holiday closures

Early May Bank Holiday opening hours

Friday 2nd May 2025 - 08:00 - 18:30pm

Monday 5th May 2025 - CLOSED

Tuesday 6th May 2025 - 08:00 - 18:30pm

Spring Bank Holiday opening hours

Friday 23rd May 2025 - 08:00 - 18:30

Monday 26th May 2025 - CLOSED

Tuesday 27th May 2025 - 08:00 - 18:30

Please note that the bank holiday closures may affect when you will receive your repeat medication. Therefore it is recommended that you order your medication ahead of time to avoid disappointment.

Missed appointments

Did you know that between 1st March 2025 and 15th April 2025, we had a total of 264 wasted appointments, due to patients not attending.

Whilst we understand that in some cases there are emergencies that may arise on the day, which mean you are unable to attend your appointment. We urge you to contact a member of our reception team or use the NHS App to cancel or rearrange your appointment, as this allows us to offer your appointment to someone else.





Fundraising

Throughout 2025, we are dedicated to raise as much money as possible for the East Lancashire Hospice, in order to help fund the amazing work that they do to support those facing end of life care. The Sabden and Whalley Medical Group have various activities planned throughout the year, to help us reach our fund raising goal!

Easter cake sale

On April 16th the surgery hosted a cake sale. This included home made baked goods that had very kindly donated by members of staff, members of our patient participation group, patients and the Whalley Lions.

We are very pleased to announce that we raised a total of £763.04, all of which will be gifted directly to the Hospice.

Ribble Valley Pub Walk

Our next fundraising activity will be to take part in the East Lancashire Hospice Ribble Valley pub walk. The walk will include a 10 miles route, walking through some of the Ribble Valleys most scenic areas. Walkers will stop off at various participating pubs throughout the walk.

So far, we have 13 members of staff signed up to take part in the walk, however we would love to see patients join us on the day.

If you would like to sign up for the Ribble Valley pub walk you can do so, by accessing their website on: <https://eastlancshospice.org.uk/ribble-valley-pub-walk-2025>

Donations

We are very grateful to have very kind and supportive patients, friends and family who get involved or make donations. If you would like to make a donation you can do so by accessing our just giving page on the below link:

https://www.justgiving.com/page/sabdenandwhalleymedicalgroup?utm_medium=FR&utm_source=CL&utm_campaign=015

PCN changes

Every three years, the Ribblesdale PCN (Primary Care Network), changes its Clinical Director. The former Clinical Director was Dr S Hussain who stepped down from this role at the end of March 2025, after serving his three-year term. Therefore as of April 2025, Dr C Dalton has been appointed the new Clinical Director. Dr Dalton will complete his role as Clinical Director alongside his current role as a GP Partner at the Sabden and Whalley Medical Group.

Private report requests and IGPR

The surgery receives a large amount of private medical reports from patients, third party providers and insurance companies.

To help us manage the large amount of requests that the GPs and administration team are to complete, we have a 28 day turn around time in place. This help us to complete all requests in a timely manner.

Some requests are outsourced to iGPR, who are a certified third party provider, who specialise in completing all types of medical reports for GP surgeries.

Invoicing and pricing

As the completion of medical reports is not funded by NHS England, this work is completed on a private basis, in addition to the GPs clinical work. Therefore there will be a set fee to be paid when collecting your report.

All fees can be found on our practice website.

Funding Changes

Like with most organisations, the start of a new financial year, means changes to contracts and funding.

In March, the Sabden and Whalley Medical Group received notification of the changes that were to be implemented from April 2025.

There is a total of 17 new LES contract requirements that GP surgeries across England must complete. These changes include but is not limited to;

- Long-term condition monitoring.
- Palliative monitoring and support.
- Complex injections.
- Advice and guidance services.
- Medication management.
- Phlebotomy.

Along with the new changes that are to be implemented, there are also some areas of care the surgery is no longer commissioned to complete. Whilst we have reviewed our appointment system and kept as many of our current services as possible, we are longer able to complete complex wound care or 24hr blood pressure readings.

