

# PARK LANE SURGERY NEWSLETTER



Summer 25/Issue 12

## WELCOME TO OUR SUMMER PRACTICE NEWSLETTER

### NEW ONLINE SYSTEM

We are getting ever closer to our new online system, Blinx Paco, going live. We anticipate this will be the end of July/early August.

It will be very similar to the current Accurx system in many ways, the main difference being that you will need your NHS number to make online requests.

You will also see more options, allowing you to direct your query accurately to the clinicians/team you need.

Please look out for update messages with information about how and where to find your NHS number. We recommend you make a note of it.

Nearer the time we will be providing information on our practice website and on the screen in the waiting room too.

### The latest changes to our Practice team:

#### Clinical Team:

Congratulations to Dr Khan on the birth of her baby in May.

And congratulations to Sister Caroline Noble on her marriage. She will be changing her surname to Mrs Ernill but it's still Caroline!

From 16<sup>th</sup> June we will have a student nurse working with us for 6 weeks.

#### Admin team:

Welcome to Katie Shaw who has joined our reception team.

### Reminder:

### ZERO TOLERANCE

Unfortunately we have had another occasion where our reception staff have been on the receiving end of verbal abuse by a patient. The patient has been removed from the practice list.

We endeavour to always treat our patients with respect and ask that in return you are courteous towards practice staff.

The GP partners will not tolerate abuse and anyone breaching acceptable levels of behaviour will receive a written warning, in some cases be asked to register elsewhere and in extreme cases they will be removed from the list with immediate effect.

## LET US KNOW!

### IMPORTANT - Please let us know of any change to your address, contact details or next of kin details.

As medical communications become increasingly electronic it is very important that we have the correct details on your record to ensure that messages reach you.

We send a lot of text messages and emails to patients so please let us know if your phone number or email address changes.

If we send a referral using out-of-date information the hospital may not be able to contact you.

If you are under the care of a hospital/clinic remember to let them know too as this does not happen automatically.

On rare occasions we need to contact next of kin – please keep us updated with who you would like us to contact if this should become necessary.

# EAR SYRINGING IS CHANGING TO MICROSUCTION

We have made the decision that we will no longer provide an ear syringing service as we believe the alternative, aural microsuction, is a better option. We do not undertake microsuction in-house.

If you require wax removal, or are struggling with your hearing, please contact us. We will arrange for one of our clinical team to check your ears. We can then organise a referral for microsuction and/or audiology depending on findings. Microsuction is undertaken on the First Floor at Waters Green and Audiology is based in the Health Hub next door. Any wax will need to be removed prior to you being seen by Audiology so that they can complete a hearing assessment.

## RECEPTION/WAITING AREA UPGRADE

We continue to make alterations to our reception area. Further work is planned and will be undertaken when the surgery is closed to minimise disruption to patients. Please bear with us if you are impacted in any way.

## GET HOLIDAY READY- don't leave it too late

### Planning a trip abroad? You may need travel vaccinations.

We can provide most travel vaccines for you, although certain ones may need to be sourced privately.

Please contact us in plenty of time before your trip. Our nurses will liaise with you about what vaccinations you require and arrange to see you to complete your course of treatment.

## CERVICAL SCREENING UPDATE

### The NHS Cervical Screening Programme is changing the way it sends out invitations:

In the coming weeks they will be going live with digital invitations for smear tests - these will be delivered using the NHS app and text messages. If neither of these is possible for you, they will still be sending invitation letters as a failsafe measure.

We encourage you to download the NHS app and turn on notifications - [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/) - to avoid potentially missing important information about smears, and your health in general.

Please continue to book your smear with our nurses in the same way.

For the time being you will still be informed of your smear result via post.

## Friends of Park Lane Surgery

For many years we have had an active Patient Participation Group. The group meets with Dr Karen Hunter and Claire, the assistant practice manager, to help us improve the care we deliver. They also review issues for us by email. If you are interested in joining the group, please email or phone:

[cmicb-cheshire.parklanepg@nhs.net](mailto:cmicb-cheshire.parklanepg@nhs.net)  
01625 422893

Park Lane Practice Newsletter



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