



Berry Lane Medical Centre NEWSLETTER

December 2023

Important Dates



Over the festive period, we will be closed for Christmas on Mon 25th & Tues 26th Dec and New year Mon 1st-January.

Child Vaccine Clinics

We hold a child vaccination clinic at the surgery every Tuesday & Friday.

When your child is due a vaccine or booster we will contact you via text or letter.

Ask to speak with one of our practice nurses if you have any vaccination queries.

Alternatively, you can find further info on vaccines at www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them

Surgery Hours

08:00-18:30
Monday to Friday

08:00-12:00
Saturday
(Pre-booked appts only)

Tel: 01772 376 777

May I offer you a warm welcome to the Autumn/Winter edition of the Berry Lane Medical Centre Newsletter. It is a year since my last introduction into the newsletter and I can't believe how much has changed again in that year (and how fast it has gone!). Again, GP surgeries are entering their busiest time of the year and I believe this winter will be no exception. Both covid and flu numbers are rising steadily already.

Hopefully, we will weather the Winter well with the help of the Covid Booster Campaign and our annual Flu vaccine programme. The flu vaccination programme is well under way. If you still need your vaccine please contact the surgery. We also want to send a heartfelt thanks to all our staff who have given up their precious Saturdays to make these clinics happen.

Our fabulous building works are now complete, and we would like to thank you all for your patience and understanding with all the temporary adjustments we had to make along the way. We would like to say a huge thank you to all of those involved in the works, with special thanks to Dr Lakeland, Helen Stammers (practice manager) and Monks Contractors. We hope you agree, Berry Lane is looking very spectacular now!

We have a wonderful team at Berry Lane who are always on hand to help you. There are the same warm faces to greet you at reception with the addition of Nic. The reception staff are trained to navigate your care to ensure you end up seeing the correct person. We now have a range of different professionals that can help you and it might be more appropriate for you to see or speak to them in some instances instead of the GP. These include a physiotherapist, paramedic, nurse practitioner, extensive nursing team, wellbeing mental health practitioner, Associate Psychological Practitioner (APP), young person's APP, pharmacy technician, administrative staff, midwife, social prescriber etc (forgive me if I have missed someone!). We are all here to give you the most effective medical care possible.

We would like to welcome Sarah Walton as our new Treatment Room Nurse, Claire Foster as our new Pharmacy Technician and Amanda Price as our new deputy practice manager.

We still have limits on our emergency surgery appointments. This is to make these clinics safe for both you and the clinicians undertaking them. Please bear this in mind and use the emergency surgery for urgent problems only. If you think it can wait, please make an appointment with your own GP. If we are fully booked and you have an urgent problem this does not mean you should sit at home and suffer. There are options available to everyone, so you get the urgent help you need including: NHS 111, Pharmacy referral scheme, walk-in-centres, minor injury units, urgent care and A&E if required. In this situation a telephone call to 111 will direct you to the most appropriate care on the day.

Phlebotomy services (blood clinics) are unfortunately underfunded locally. We have had several complaints about the long waits and queues involved. We believe there are talks to improve this service over the coming months with the organisations that provide the service, and we will endeavour to keep you updated of any progress as we receive details via our Facebook page. We thank you for your patience.

The government have introduced some new cholesterol (lipid) targets in the GP contract for this year. The rationale behind this is to try to prevent heart attacks and strokes in those that are at risk. If you are eligible for a lipid lowering therapy given your last test results and risk factors you may receive a text or letter inviting you to discuss it with your own GP.

In the nicest possible way, I hope you all stay well this winter and there is not a need for you to see us, but if you do need us, we are here and will be happy to help you.

Kind regards,

Dr Vicki Miller

 berrylanemedicalcentre.co.uk  berrylanemedicalcentre@nhs.net

 facebook.com/BerryLaneMedicalCentre

Appointments

Appointments can be booked at the reception desk, over the telephone or by using the online Patient Access system.

If we have your mobile telephone number you will receive a text confirming the appointment date and time. You will receive a text reminder 48 hours prior to the appointment.

The emergency surgery is a service provided by the Practice for patients who feel their condition is urgent and must be seen that day. As such we are unable to allocate specific appointment times. Upon arrival patients will be seen in order of clinical priority and not in order of attendance.

We have experienced practice nurses available to conduct telephone triage. If you have a query and are not sure how to deal with it, our receptionists will offer you a triage appointment. Our nurses liaise closely with our doctors and many problems can be managed in this way.

If you cannot attend an appointment for any reason please inform us as soon as possible in order for us to give the slot to someone else.

Saturday Clinics

The surgery is open on Saturdays from 08:00-12:00 offering limited pre-booked appointments. There are limited staff on duty and we kindly ask that you do not attend or call the surgery with any routine enquiries.

There are a limited number of appointments available with the GP and nurse on Saturdays. You will be able to book annual checks Health checks for Diabetes, CHD and Asthma, NHS health checks, learning disability reviews, carers reviews, pill checks, smears and injections with the nurses (Please note availability may change depending on the nurse on duty).

Please contact the surgery Monday-Friday to book routine appointments and annual reviews, collect blood forms and paperwork and order prescriptions.

Take the First Step to a Smokefree Tomorrow – Reach Out!

Smokefree Lancashire provides face-to-face smoking support across Lancashire.

We provide free advice and support for anyone aged 12 and over in Lancashire.

[Effortless Referrals for Quitting Smoking | Smoke-Free](#)

0808 196 2638



October Month Statistics

- 995 Telephone consultations with a GP or Nurse Practitioner
- 2562 Face to face appointments with a GP or Emergency Surgery Clinician
- 2095 Nurse Appointments
- 160 Home/Community Hospital Visits
- 4093 Requests for medication
- 161 Nursing Home Visits/Telephone calls
- 175 Patients came to see our First Contact Physiotherapist
- 23 Patients saw our Mental Health Practitioners
- 187 New patients were registered
- Our secretaries did 363 referrals
- Our reception team answered 8786 phone calls

271 People did not attend their booked appointments

This is approx. 40.6 hours of wasted NHS time this month. If you do not need an appointment that you have booked please cancel it.

Keep Well This Winter

If you're worried about your health, don't delay, your NHS wants to see you – help us help you get the care you need this winter.

Those aged 65 and over; those who are pregnant; or people who have health conditions that put them at risk; as well as unpaid carers and household contacts of those at risk, will be able to get protected ahead of winter by getting their flu and COVID-19 vaccinations.

It's important to come forward if you are eligible, even if you have had previous flu and COVID-19 vaccinations or have had one of the viruses, as protection will fade and both viruses can change over time.

If eligible, you can book a flu vaccine at the surgery, through your local pharmacy, the NHS App or at www.nhs.uk/book-a-flu-vaccination. Seasonal COVID-19 vaccine appointments are available through the NHS App or at www.nhs.uk/covid-vaccination, which also allow those eligible to book both vaccines in one appointment.

We all feel down from time to time, no matter our age. But if you are struggling with your mental health, NHS Talking Therapies could help you feel better. Speak to your GP about NHS Talking Therapies if you are anxious, depressed or struggling to cope. Your GP is there to help you physically and mentally – and can refer you to the right service. You can also self refer by visiting www.nhs.uk/talk. If you live with serious mental illness, you are entitled to a free NHS annual health check you will be invited in accordingly. If you or a loved one are experiencing a mental health crisis, you can call your local NHS mental health helpline for 24-hour advice and support: information and contact details available on www.nhs.uk/urgentmentalhealth

Think measles!

Vaccination rates have fallen, and cases of measles are increasing in England.

We will be running a Measles, Mumps and Rubella (MMR) vaccination campaign for children aged 12 months up to 5 years of age. If your child is not up to date with their MMR vaccinations you will receive an invite.

In the new year we will be expanding that campaign for eligible individuals aged 6 years, up to and including 25 years.

Measles

Did you know?

Measles is a very infectious viral illness that is spread by coughs and sneezes. If you are not protected and have even passing contact with someone who has measles, the chances are that you will be infected too. If you catch measles you will probably feel very poorly and be off school or work for around 10 days. There is no treatment or cure for measles.

Symptoms of measles include fever, sore red eyes, and rash. It can be a very serious infection for some people.

Mumps

Did you know?

Mumps is a viral illness that is spread by coughs and sneezes or close contact with someone who already has the infection.

Symptoms of mumps usually last around 2 weeks and can include headache and fever but the most common symptom is swelling of the glands at the side of the face. This can give you the appearance of having a 'hamster face' and can cause pain and difficulty swallowing.

Rubella

Did you know?

Rubella is a viral illness, often called German measles, that is now rare in the UK thanks to the success of the MMR vaccine. It is spread in a similar way to mumps and measles. For most people, it is usually a mild condition that gets better in 7 to 10 days without treatment. However, if pregnant women develop rubella it can be very serious for their unborn baby.

Symptoms of rubella include a rash, cold-like symptoms, and aching joints.

How the MMR vaccine works

The MMR vaccine is a live vaccine that protects against measles, mumps and rubella. Two doses are given by injection into the leg or upper arm.

Your immune system responds to the vaccine by producing cells which recognize and remember each of the 3 viruses. If you are in contact with any of the diseases in the future, these cells will wake up and activate your body to rapidly produce antibodies. This protection is usually long lasting.

The vaccine is very good at providing protection against measles, mumps and rubella. Over 99% of those who have two doses of the vaccine will be protected against measles and rubella. Although mumps protection is slightly lower, cases in vaccinated people are much less severe.

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MEASLES

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MUMPS

R
RUBELLA

Staff Spotlight



Dr Richard Smirk
General Practitioner

Hello,

My name is Richard and I started working as a qualified GP at Berry Lane Medical Centre in August. Having worked here as a doctor in training I am very pleased to be taking a permanent job role. I am glad to be working in a GP surgery with personal lists allowing continuity of patient care. Whilst I did not grow up in the Longridge area, I have spent four years living in Ribchester before moving to Clitheroe where I now live with my wife, 6-month-old baby boy and very energetic springer spaniel. Outside of work I play tennis regularly and enjoy anything related to the outdoors including walking, camping, and running. I look forward to joining what I feel is a great team at Berry Lane and getting to know my colleagues and patients better in the coming months and years.

Dr R Smirk is currently taking on new patients, please speak with reception regarding registrations.

Patient Participation Group (PPG)

The Practice would like to revive the Patient Participation Group (PPG)

We hope that members would become involved in decisions about the range and quality of the services we provide.

We aim to attract interest from patients of a mixed age and gender and hope that representation will be covered from all the villages that make up our practice area

A Patient Participation Group (PPG) is a group of people who are patients of the surgery and want to help it work as well as it can for patients, doctors and staff.

Why should I join? You have been to the surgery as a patient, parent, carer or friend. Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way. You will also gain a better understanding of the NHS, and gather feedback from other patients.

What is a virtual group? A virtual group is a group of patients who would like to be part of the Patient Participation Group but prefer not to attend meetings. They get involved by email instead. Information such as practice newsletters, minutes of the Patient Participation Group meetings and surveys will be shared electronically. It means that if you can't make face-to-face meetings, are caring for someone and unable to leave them, or are working, you can still be kept informed, give your views and participate.

Will my views be heard? Your views are important and will be listened to. It may not be possible to act on every suggestion, but all feedback is very valuable. Working in a spirit of mutual respect, openness and trust, all patients' views will be discussed and, where appropriate, we will work together on solution.

If you are interested in joining the group, please contact our Practice Manager, Helen Stammers at the surgery or via email on berrylanemedicalcentre@nhs.net.

Community Pharmacy Scheme

Social media messages

Message

Our practice is working closely with local pharmacists. Pharmacists are trained to give advice about medicines and can support you with a range of minor health conditions.



Key communication messages

- Our practice is working closely with local pharmacists to support you with certain minor health conditions.
- It may be more appropriate to have your NHS consultation with a pharmacist instead of the GP practice.
- You can choose to have your consultation with any pharmacy convenient to you.
- The pharmacist consultation will be confidential.
- Pharmacists are highly skilled healthcare professionals who have trained in medicines and can give health advice and help you manage your condition.
- If treatment for symptoms is required, the pharmacist may suggest an over the counter medicine.
- If the pharmacist thinks you need to see another healthcare professional, they will help arrange it.
- With your consent, the pharmacist will ensure your medical record is updated with the outcome of your consultation.
- Find out more about how pharmacies can help at:

www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/

[Find a pharmacy - NHS \(www.nhs.uk\)](http://www.nhs.uk)

The Aldi Blister Pack Envelope Recycling Programme

Participating in this programme is easy. Simply follow the steps below :

1. Create a TerraCycle account if you don't already have one.
 2. Join this programme.
 3. Download your prepaid shipping label (2 labels per TerraCycle account per month maximum).
 4. Once you have downloaded and printed your shipping label, stick it on an envelope (maximum size of envelope: C4 = 324mm x 229mm).
 5. Fill your envelope with a maximum of 30 empty medicine blister packs.
- Place your full envelope in the postbox to send it to TerraCycle for recycling.

[Sign up for a TerraCycle account · TerraCycle](https://www.terracycle.com/)

Online Services

Did you know that you can order prescriptions, book/cancel appointments, view results and look at aspects of your medical records online? It's simple to register, all you need are login details provided by us and a computer, tablet or smartphone to access the website or app.

To sign up, please visit the surgery in person with a copy of your photographic ID, for example a passport or driving licence, and we will print your unique linkage key & password along with a list of GP online services you can access.

Access to GP Online Services

As from 18th October 2023 NHS England have changed what patients can view in their own medical record online/in an app. You will now have full access to all your medical records after 18th October 2023.

WHAT IS IN YOUR RECORD

- Illnesses or diagnosis
- Operations
- Examinations and screening
- Medicines
- Allergies
- Vaccinations and immunisations
- Test results such as blood and urine tests
- X-rays and scans
- Notes about your appointments with doctors and nurses at the surgery
- Letters from hospitals and other medical staff that look after you
- Lifestyle information, for example whether you smoke and drink alcohol or not, or how much you exercise
- Height and weight
- Contact details

If you are a new patient registering with us after this date, you will only get full access from the day you registered with us NOT any historic date from your last practice.

If you are already registered with us prior to this date, you will be able to view all medical records from 18th October 2023, not anything prior to this date.

For more information go to - <https://www.nhs.uk/nhs-services/gps/using-online-services>

Accurx

We are now using a new online service.

It is a great way for you to contact our practice for non-urgent admin requests such as sick notes, repeat prescriptions, referral enquiries, test results or anything else admin related. It is very simple to fill out so please do give it a go if you need to contact us. We really think it is easier for most people than waiting on hold to speak to a receptionist but would love to hear your feedback. If you do not have access to the internet or find it difficult to use a computer or smartphone you can call reception instead. You can access this form by typing in this link in your computer web-browser.

<https://florey accurx.com/p/P81055>

Local Pharmacies

Lloyds Pharmacy Berry Lane - 01772 782643
Stonebridge Pharmacy - 01772 784700
Goosnargh Pharmacy - 01772 865238
Grimsargh Pharmacy - 01772 797351

Useful Numbers

Referral Management Centre - 01772 660011
Longridge Hospital - 01772 777400
Royal Preston Hospital - 01772 716565
Chorley Hospital - 01772 522972
District Nurses - 01772 777323
Health Visitors - 0300 247 0040
MindsMatter - 01772 773437
Urgent Mental Health Line - 0800 953 0110

Useful Links

nhs.111.uk

www.nhs.uk/nhs-services/urgent-and-emergency-care-services

www.whenshouldiworry.com

www.nhs.uk/conditions/

www.nhs.uk/nhs-services/prescriptions-and-pharmacies/

We're here to help you stay well this winter

Some important
information from
the NHS to help
you stay well
this winter

www.nhs.uk/staywell

Your
health
matters

Help us
help you



Heidi Nielsen, Nurse

Where to go for the right medical help



999

Dial 999 for life-threatening emergencies



111
111.nhs.uk

If you need medical help fast or think you need to go to an Emergency Department (A&E) use NHS 111 first – online or by phone* – to get clinical advice or direction to the most appropriate services for treatment



**GP
Pharmacy**

For all other health needs, contact your pharmacy or GP practice. You can also access NHS advice and information at www.nhs.uk

*If you are a BSL user, have hearing loss or difficulties communicating you can call NHS 111 by text relay on **18001 111** or use the NHS 111 British Sign Language (BSL) interpreter service by visiting www.111.nhs.uk

This leaflet is available in alternative formats at www.nhs.uk/staywell
Email england.campaigns@nhs.net for braille copies.