**PATIENT REPRESENTATION GROUP (PRG)**  

**NEWSLETTER**

**WINTER 2023 / 2024**

WELCOME to the first Newsletter of the newly formed Patient Representative Group (PRG).

The Newsletter is just one of the ways we will try to keep you —the Patients of Longton Health Centre—updated with news, information and planned developments of the health Centre.

The PRG is made up of a representative group of current patients and their role is to be an independent interface between you, the patients, and the Health Centre’s clinical, management and administrative staff.

Most importantly we want to be your representative voice in helping the Health Centre shape itself to meet the future demands in an ever-changing NHS.

If there are any questions, comments or suggestions you would like us to put forward to the Health Centre, you can do so via the contact details below

We hope you find the Newsletter useful and please let us know if there are other things you would like to see included in future issues.

lscicb-gp.longtonhc@nhs.net

Patient Representation Group

**APPOINTMENTS**

As most patients will be aware, the demand for GP appointments regularly exceeds the number the surgery has available.

In an effort to ensure patients receive an appointment best suited for their needs, the surgery has introduced a Care Navigation System.

This helps to direct patients to the most appropriate person or service (which may not necessarily be a GP).

Detailed information will be provided in the next newsletter.

In the meantime, you will find a list of the clinical staff who are working at the surgery below.

**CURRENT PATIENT NUMBERS AS AT 31ST DECEMBER 2023**

**10592**

SHINGLES vaccinations:

These are available at the surgery for eligible patients.

You will be invited to make an appointment if you are eligible.

appointments can be made online or via the Patient Services team.

**WHO’S WHO AT LONGTON HEALTH CENTRE**

**GP PARTNER**

**Dr J Loudonsack (m)**

**Dr C Carradus (f)**

**Dr C Farndell (m)**

**Dr R Ansari (m)**

**PRACTICE DIRECTOR**

**Sara Heywood (f)**

**SALARIED GP**

**Dr M Ellis (f)**

**Dr B Sujatha (f)**

**Dr C Chamberlain (f)**

**Dr J Ladd (m)**

**NURSE PRACTITIONER**

**Carole Dillon (f) Care Homes**

**Sima Parekh (f)**

**PHARMACY TEAM**

**Victoria Gabbott (f) Pharmacist**

**Isabelle Iddon (f) Pharmacist**

**Osman Hajat (m) PCN Pharmacist**

**Sharon Orphan (f) Meds Co-ordinator**

**WHO’S WHO AT LONGTON HEALTH CENTRE**

**NURSE HEALTHCARE TEAM**

**Wendy Wright (f) Nurse Associate**

**Jess Kavanagh (f) Nurse PCN Associate**

**Megan Varey (f) GP Assistant**

**Ellie Fallows (f) PCN GP Assistant / Student Nurse Paramedic**

**HEALTH & WELLBEING TEAM**

**Lorraine Jones (f) GP Assistant / PCN Health & Wellbeing Coach**

**Georgia Fallows (f) PCN Health & Wellbeing Community Support Worker**

**WHO’S WHO AT LONGTON HEALTH CENTRE**

**ALLIED HEALTHCARE STAFF**

**Rana Saleem (m) First Contact Physiotherapist**

**Andy Wilson (m) Paramedic**

**Michelle Tegama (f) Mental Health Practitioner**

**Kath Bradshaw-Annand (f) Social Prescriber**

**WHO’S WHO AT LONGTON HEALTH CENTRE**

**MANAGEMENT TEAM**

**Sharon Byrne (f) Practice Co-ordinator & Complaints Manager**

**Claire Darbyshire (f) Data Quality & Contracts Manager**

**Kieran Marshall (m) Charter Manager Degree Apprentice**

**Annastasia Procter (f) Patient Services Lead**

**Linda Lightfoot (f) Secretarial Lead**

**WHO’S WHO AT LONGTON HEALTH CENTRE**

**Patient Services Team**

They are the Care Navigators who each day help you reach the most appropriate medical person for your needs—which may not necessarily be a GP.

They are there to help you, not hinder—the questions they ask are always relevant to your request and are at the request of the clinical team, and your answers are completely confidential.

They work on a rota system, alternating between appointments, prescriptions and admin, so you may not always speak to the same person each time you call.

**WHO’S WHO AT LONGTON HEALTH CENTRE**

**Admin & Care Co-ordinator Team**

They are the ‘behind the scenes’ people who deal with tasks sent from clinicians, e.g.: repeat bloods, emails received by the practice, new patient registrations, notes summarising, care home related administration, hospital administration, clinical correspondence and workflow related work.

**WHO’S WHO AT LONGTON HEALTH CENTRE**

**Secretarial Team**

They are the team that handle referrals, letters and typing. General referral queries, deal with emails received by the surgery from third party providers, requests for medical reports, invoicing and general practice administration.

**HOW TO CONTACT LONGTON HEALTH CENTRE**

**By telephone: Monday – Friday 8am – 6.30pm**

**01772 503180**

**By clinical triage form Monday – Friday Depending on clinical capacity & availability.**

**Website:** [**www.longtonhealthcentre.co.uk**](http://www.longtonhealthcentre.co.uk)

**HOW TO CONTACT LONGTON HEALTH CENTRE**

**In person – we are always here to help during core surgery hours.**

**Monday – Friday 8am – 6.30pm**

**Clinics but no Patient Services Available**

**Monday Enhanced Hours 6.30pm – 8pm Prebooked clinic appointments**

**Saturday Enhanced Hours 9am – 12 noon Prebooked clinic appointments.**

**Tuesday 7.30am - 8am Prebooked clinic appointments**

**Wednesday 7.30am - 8am Prebooked clinic appointments**

**Thursday 7.30am - 8am Prebooked clinic appointments**

**HOW TO CONTACT PRG**

**PRG** [**lscicb-gp.longtonhc@nhs.net**](mailto:lscicb-gp.longtonhc@nhs.net)