**PATIENT** 

**NEWSLETTER**

**SUMMER 2025**

WELCOME to the PRACTICE Newsletter.

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

**DO YOU WANT TO BE INVOLVED?**

The Patient Representative Group is formed with a small group of patients whose role is to be an independent interface between you, our patients, and the Health Centre’s services

We want our patients to support the practice in being a representative voice in helping the Health Centre shape itself to meet the future demands in an ever-changing NHS whilst continuing to provide local services and health equalities for our patients.

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

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

lscicb-gp.longtonhc@nhs.net

Patient Representation Group

**APPOINTMENTS**

Our clinical triage form is here to provide an additional way for you to communicate with the practice.

All information submitted via a triage form is saved directly to your patient records

All requests are reviewed and clinically triaged

Patients are then contacted to arrange an appointment or signposted to the most appropriate service

Where possible we strive to ensure continuity of care

If you no longer need the appointment, then please cancel online or by contacting the practice in time to allow it to be reallocated to another patient

 Where possible please book online for all other healthcare reviews and appointments

**CURRENT PATIENT NUMBERS AS AT 25.6.25**

**10440**

SHINGLES / Pneumococcal 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 R Ansari (m)**

**Dr C Carradus (f)**

**Dr C Farndell (m)**

**PRACTICE DIRECTOR**

**Sara Heywood (f)**

**SALARIED GP**

**Dr M Ellis (f)**

**Dr B Sujatha (f)**

**Dr C Chamberlain (f)**

**Dr J Ladd (m)**

**Dr M Woodward (f)**

**NURSE PRACTITIONER**

**Carole Dillon (f) Community Visits**

**PHARMACY TEAM**

**Victoria Gabbott (f) Pharmacist/ Advance Clinical Practitioner in Training**

**Osman Hajat (m) PCN Pharmacist**

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

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

**NURSE ASSOCIATE & WELLBEING HEALTHCARE TEAM**

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

**Ellie Fallows (f) - Trainee Nurse Associate**

**Megan Varey (f) - GP Assistant**

**Ruby Heywood (f) – Clinical Care Co-ordinator**

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

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

**ALLIED HEALTHCARE STAFF**

**Erica Leahy (f) Paramedic**

**Sarah Fearnley (f) First Contact Physiotherapist**

**Erica Leahy (f) Paramedic**

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

**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) Trainee Charter Manager Degree Apprentice**

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

**Linda Lightfoot (f) Secretarial Lead**

**Ellie Rudd (f) Workflow 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 administrative tasks so you may not always speak to the same person each time you call.

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

**Workflow 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**

**FACE TO FACE or TELEPHONE: Monday – Friday 8am – 6.30pm 01772 503180**

**CLINICAL TRIAGE FORM Monday – Friday 8am – 6.30pm**

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

**Prebooked clinic appointments**

**Monday Enhanced Hours 6.30pm – 8pm**

**Saturday Enhanced Hours 9am – 12 noon**

**HOW TO CONTACT PRG**

**EMAIL FAO: PRG** **lscicb-gp.longtonhc@nhs.net**