



## **Barnoldswick Medical Centre**

### **Newsletter Summer 2025**

Welcome to this issue of our Practice Newsletter. This newsletter is to provide patients with news and information regarding the surgery and any upcoming events.

We would like to start by thanking our patients for their continued support and as ever, it is always the aim of the practice staff, many of whom have offered years of service, to provide the best GP practice that we possibly can regardless of the circumstances.

We continue to be grateful for your understanding and patience.





#### **Upcoming bank holidays**


- Monday 26<sup>th</sup> May
- Monday 25<sup>th</sup> August


The surgery will be closed on the above dates. Please remember to allow extra time when ordering your prescriptions.


If you need medical help whilst the surgery is closed, please contact 111 for non-medical emergencies and 999 for medical emergencies.


 Have you tried out our new test results line?


 You no longer have to queue to speak to our patient services team to get your test results.

 When you ring, you can now select option 3, leave your details on a voicemail and our team will contact you within 1 working day with your results.

 Did you know that you can also view your test results on the NHS App?

 Viewing your test results online means that you don't have to spend time ringing the surgery.

 You can also order your repeat prescriptions and much more via the app.

 If you would like more help setting up the NHS App, please speak to one of our friendly NHS App Ambassadors at reception.



How to order your repeat prescription via our website

- Home page - Submit an online request
- I have an admin query
- Repeat Prescription
- Enter the relevant information and follow the prompts

The NHS App is a simple and secure way to access a range of NHS services and information on your smartphone or tablet. Millions of people are already using the NHS App to manage their health the easy way from the comfort of their homes.

If you are over the age of 16 the NHS App enables you to view your GP health record to help you better understand and manage your condition, without having to phone your GP surgery. With the App you can access your consultation notes, letters, and test results.

The NHS App also enables you to manage repeat prescriptions and easily change your nominated pharmacy, so you can send orders when it's convenient for you. Each prescription ordered electronically saves GP practices three minutes of time and a patient, on average, 18 minutes, making it more convenient for people and freeing up frontline staff to do other important duties.

The App makes it easy to access your appointment information and manage your hospital appointments. You can also find out your NHS number and access NHS 111 online to get instant advice or medical help near you.

New and innovative features will continue to be developed for the NHS App to help patients access convenient and high-quality care when and where they need it.

Start using the App today. For more information, including how to download the NHS App, please visit [www.nhs.uk/nhsapp](http://www.nhs.uk/nhsapp)



### **PROTECTED LEARNING**

All GP Practices in East Lancashire have been given time to close for Protected Learning.

This enables practices to provide dedicated training to their staff and to discuss and plan ways that will allow them to improve services, meet demand and support the wellbeing of staff.


The surgery will be closed for Protected Learning Time on the following dates:


- **Thursday 15<sup>TH</sup> May 1pm – 6.30pm**
- **Wednesday 11<sup>th</sup> June 1pm – 6.30pm**
- **Tuesday 8<sup>th</sup> July 1pm – 6.30pm**
- **Wednesday 10<sup>th</sup> September 1pm – 6.30pm**
- **Tuesday 14<sup>th</sup> October 1pm – 6.30pm**
- **Thursday 13<sup>th</sup> November 1pm – 6.30pm**


During this time, for all life-threatening emergencies, please call 999.


Provisions have been made for urgent triage if you feel your request is urgent and cannot wait until the following day. Please call 111 if this is the case.


## APPOINTMENTS


 Our care navigation team may ask questions when you are booking appointments, to ensure that you access the right care, the first time.

 You may be asked a series of questions about your problem.


 Please try and give as much information as you can, and you may be asked to send pictures, if appropriate.


 This will allow us to get a better understanding of your needs and help us signpost you to the correct service.

 Did you know that you can request a routine appointment on our website?

 To request a routine appointment online, please visit our website

<https://www.barnoldswickmedicalcentre.co.uk/> and select 'Submit an online request', followed by "I want help for a medical issue".

 We aim to deal with online requests within 3 working days. This service is for non-urgent matters. You may be offered a routine appointment or signposted as appropriate.

 Nurse appointments and Healthcare Assistant appointments can still be booked as normal.

### We need to ensure you see the correct medical professional



Our reception team are trained **Care Navigators**



They may ask questions to ensure you access the **right care, first time**



If you would prefer to **speak to a member of our team in private**, please ask

### Late appointments.

Please let our reception team know if you are going to be late for your appointment.

Our reception team will check with the clinician to see if they are still able to see you.

If you arrive late for your appointment, you may be asked to re-arrange.



### **Reception Desk**

If you would like to speak to a member of our reception team in private, rather than at the front desk, please ask to do so. Our reception team will find a more private place for you to discuss your matter with them.

🏠 After several months of hard work & planning, April saw the official opening of our newly renovated rooms.

👨‍⚕️ We hope to use our new rooms to offer extra services to our patients, research and additional space for clinicians at the surgery.

📅 We would like to take this opportunity to thank the National Institute for Health & Care Research for their support

👷‍♂️ We would also like to extend our thanks to Chris & his team at CW-contractors.

Everyone was polite, professional and hardworking throughout the renovation.

🔴 New signage on the outside & inside of the building is now complete. A special thank you goes to [Star Print](#)

👉 Below are some before, during & after pictures.





## Is the surgery the most appropriate place to deal with your query?

Our telephone lines are often incredibly busy, and we are aware that patients sometimes struggle to get through. Our front desk is also becoming increasingly busy.

Whilst our patient services team will always try to help with your query, sometimes they are not the best people to help.



### Is your query relating to a hospital appointment?

Unfortunately, we do not have access to the hospitals appointment systems and cannot help with this. We are unable to advise how long waiting lists are. Please contact the hospital directly.

### Are you ringing to book a covid booster?



We don't have access to the booking system. Please contact 119 or visit the national booking system online to enquire about the covid booster.

### Are you queueing to order your repeat prescription?

#### Please see below for ways to order a prescription

Posting a request through our letter box which is also open when the surgery is closed, via the NHS App or submitting an online request on our website.



### Are you ringing to see if your medication is ready?



We do not have access to the chemist's computer system, and we are unable to inform you if your prescription is ready to collect. We send your prescription to the chemist within 48 working hours of receiving your request, however the chemist have their own processing times. Please contact the chemist directly. Did you know, you can check the status of your prescription on the NHS App.

### Are you queueing to drop a sample off?

Did you know you can drop samples through our letterbox up until 3pm. We are unable to process samples after 3pm.



### Do you have toothache? Or are you ringing for a dental issue?

The doctors are unable to treat dental problems. Please contact your dentist or 111 if you are not registered with a dentist.



### Are you queueing to check in for your appointment?

You can check in on our check in machine rather than queueing to let our team know you have arrived.



### Are you queueing to hand us your repeat prescription?

You can post it in our internal prescription box in the foyer or post it through the letter box on the outside of the building.

### Are you queueing to book a routine GP appointment?

You can now request a routine GP appointment from the comfort of your own home. Simply visit our website for more information.



Hello, 🌟

My name is Clare Louise, and I am the newest member to join the team at Barnoldswick medical centre.

From the 1st May I am going to be taking part in a challenge to swim 15KM in one month. 🏊‍♀️

This is to raise funds and awareness for (MND) Motor neurone disease.

MND is degenerative condition that affects the brain and nerves. Symptoms include muscle weakness, twitches, slurred speech and difficulty swallowing.

Sadly, these symptoms get worse over time.

Six people get diagnosed with MND every day in the UK alone.

If you would like to donate, please use my link below 📌, or pop into the reception at the surgery

<https://socialsync.app/fundraiser/cr-7j974yq4qd5mx>

I will be uploading photos of me fresh out of the pool along with how far I've swam to keep you all updated on my progress.

Wish me luck 🍀

Clare Louise



Do you need to contact us?

Our telephone lines are open  
08:00 – 18:30, Monday to Friday  
01282 811911

[Reception.barnoldswickmedicalcentre@nhs.net](mailto:Reception.barnoldswickmedicalcentre@nhs.net)

#### Appointment Data – Jan to March

**Total number of calls answered by Reception**  
= 15796

**Total number of appointments booked** = 8097

**Total appointments not attended** = 457

We appreciate that due to unforeseen circumstances, you might not always be able to attend your appointment. We kindly ask that you do your best to contact us to cancel so that we can offer appointments to others.

Whilst our PPG is currently virtual, we are trialling a face-to-face meeting. Our next face to face PPG meeting will be on Wednesday 18<sup>th</sup> June 5.30pm-6.30pm.

#### Virtual Patient participation group – Join us!

Our Virtual Patient Participation group is a group of volunteer patients, carers, and GP Practice Staff.

PPG's look at the services the practice offers, patient experience and how improvements can be made for the benefit of patients and the practice.

Our aim of the PPG is making sure that our practice puts patients and improving health at the heart of everything we do.

Our PPG is open to every patient on our practice list.

People of all genders, ages, ethnicities and those with health conditions and disabilities are encouraged to join.

There is no membership requirement, except that patients must be registered with Barnoldswick Medical Centre.

If you are interested in joining the PPG, please call into the surgery to collect a registration form or email [reception.barnoldswickmedicalcentre@nhs.net](mailto:reception.barnoldswickmedicalcentre@nhs.net) FAO Laura - Patient Participation Group for more information.