

Winter 2024

Respiratory Syncytial Virus (RSV) Vaccine – have you had yours?

The RSV is a virus that is common in coughs and colds. It usually gets better by itself, but it can be serious for some babies and older adults. The vaccine being offered will help protect against RSV and is available at your surgery. If you are between the ages of 70 and 79yrs, Please call and book yours now !



What is Patches

Patches is a next generation online consultation system; it helps you contact your GP Practice by completing a form on the internet. It is quicker and easier than using a telephone.

To access, you simply need to go to our website and on the homepage, click on the Patches online Icon and this will take you to the form to complete. You can contact your GP in relation to clinical queries such as feeling unwell, new or long-term conditions or for administration queries; sick notes, requests for information e.g. test results/immunisation history or general enquiries.

Patches is for NON-URGENT routine requests only. The Practice will respond to you within 48 hours.

September: We received **4,688** calls into the practice.

We handled - 95.22%

We received 73 call back requests and handled 100%

October: We received **5,322** calls into the practice.

We handled 94.18 %

We received 100 call back requests and handled 100%



Christmas Closures

25th December 2024 (Christmas Day) – CLOSED

26th December 2024 (Boxing Day) – CLOSED

1st January 2025 (New Years Day) – CLOSED



Staff Leavers and New Faces

Sadly, we will be saying goodbye to our lovely Practice Nurse, Beth. She has been an amazing addition to our Team, and we all wish her well in her new role.

We would like to welcome our two new starters, Bonnie, our new Practice Nurse and Harmony, our new Receptionist. We know our Patients will give them a warm welcome too and bear with them whilst they are settling in.

We would also like to welcome Dr Lekan Ogedengbe, who has now joined our Practice as a salaried GP.

Flu/Covid Campaign 2024



We want to say a big thank you to all our Patterdale Team for completing this year's Flu campaign.

Our Nursing Staff have administered over 1,500 Flu vaccinations and over 1,100 covid vaccinations. Well done everyone

Enhanced Access

Due to high demand for appointments within our area, the PCN are working together with local surgeries to provide enhanced access appointments.

These are available out of normal hours at:

Haydock Medical Centre
Vista Road Surgery
Patterdale Lodge Burtonwood Surgery

There are a variety of appointments with GP's, Advanced Practitioners, Mental Health Practitioners, Nurses, and Health Care Assistants. Please call the surgery for more information or to book an appointment.

Enhanced Access – Women's Health & Contraception Service

From October 2024, you can access Women's health and contraception service at Vista Road Surgery, most Thursdays. Please call the Reception Team at Patterdale Lodge to make these appointments.

All appointments are 15 minutes long and are available for:

- Contraception advice including emergency contraception and fertility issues
- HRT & Pill checks
- Smears
- Menstrual related problems
- Coil implants & removal (patients must be triaged by clinician first)
- Women's sexual health

