



Patterdale Lodge Group Practice

Winter Newsletter



With rising energy costs and colder months ahead, St Helens Borough Council is helping residents stay warm, well, and safe with a new 'Be Winter Prepared' guide.

The guide contains lots of useful advice to help you be prepared for the colder months and details of the organisations that could help, with things like heating your home, managing your costs, saving energy, maximising your benefits, looking after your physical and mental wellbeing, and avoiding scams.

The Warmth and Welfare Team is hosting a series of drop-in events, where you can get help with reducing your energy bills, keeping your home warm and safe, accessing grants and financial support, and other practical tips and advice.

If you or someone you know could use some extra support this winter, come along for free advice and a warm welcome at:

- Thatto Heath Library, Tuesday 18 November, 10am-1pm
- Newton Library, Thursday 27 November, 11am-3pm
- Haydock Library, Thursday 18 December, 2pm-5pm

Staying well in winter isn't just about warmth - it's also about looking after your physical and mental health.

- **Maintain an appropriate indoor temperature:** Heat your main living room to around 18-21°C (65-70°F) and the rest of the house to a minimum of 16°C (61°F) to reduce cold-related illness.
- **Layer clothing:** Wearing several thin layers of cotton, wool, or fleecy fibres can keep you warmer than one thick layer.
- **Elderly Neighbours:** check in with them, have a chat, not everyone has family.

October 2025 Telephone Figures:

We received **5,688** calls into the practice, and we handled **5,500** = **96.69%**

We received **90** call back requests, and we returned **90** calls = 100%

Our reception team works hard to manage a high volume of calls, and support everyone as best they can. They appreciate your cooperation as they strive to assist each patient promptly and effectively



Closed for Staff Training

The surgery will close at 1pm on the following date for dedicated staff training, we will re-open at 8am, the following day.

- Thursday 27th November 2025

During these times, our phone lines are directed to the Out of Hours service, for any patients needing advice or an appointment.



Mo-vember 2025: Let's get talking about men's mental health

Movember is back and with it, a renewed push to get men talking about their health. Each year, the campaign raises awareness of men's mental health, suicide prevention, prostate cancer and testicular cancer. Grow a moustache and start a conversation. You just might save someone's life !



If you are feeling unwell with a cough, cold or flu like symptoms !

- Please stay at home, rest, and drink plenty of fluids
- Take over the counter paracetamol or ibuprofen, these can relieve symptoms

Contact the surgery or NHS 111 if:-

- Your symptoms do not improve after 2 weeks
- You feel very unwell, or your condition is getting worse
- You have a high temperature that doesn't come down
- You are short of breath

St Helens Treatment Room Service

The Treatment Room Service provides clinical care for St Helens residents only, who are over the age of 18 years. Patients *can self-refer* or be *referred through their GP Practice and/or Hospital*.

Please note we are a non-urgent service and only accept routine referrals.

Clinic Locations:

- Haydock Health Centre
- Fingerpost Health Centre
- Lowe House
- Rainford Health centre
- St Helens Walk in Centre
- Newton Community Hospital
- Rainhill Clinic

We provide:

- Removal of Sutures/clips
- Wound Care
- Non-urgent Doppler Assessments
- Compression
- Ear Irrigation
- Injections
- Catheter Care

Flu / Covid Campaign 2025



This year, we replaced bookable flu/Covid vaccination appointments with walk-in sessions. Feedback from clinicians and staff indicated that this approach was more beneficial for patients, improving accessibility, reducing missed appointments, and creating a smoother overall experience. Thank you everyone.