



Patterdale Lodge Group Practice

Patient Newsletter
Autumn/Winter

Home visit requests:

We would like to remind patients, carers and relatives that we have a home visit policy to ensure that our limited resources are used as efficiently as possible for the benefit of all our patients.

Home visits are available for patients who:

- are **bedbound**;
- are **terminally ill**; or
- would be **harmed if they were moved**.

If you are unsure whether a home visit is appropriate, please contact the practice and our team will be happy to advise you.

We cannot visit those who:

- can leave the house, either with support or on their own
- can attend appointments elsewhere, even with transport
- are mobile within their home, with/without walking aids

Same day visit requests should be made before **10.30am**

Please be aware, a home visit is **not guaranteed**. The Doctor on duty will call and speak to the patient/relative and make an assessment, before a decision is made.

Autumn is here and winter is on the way

The autumn / winter season results in an increased pressure across health and social care settings with more respiratory illnesses and an increase in the Norovirus outbreaks.

Norovirus outbreaks can affect both patients and staff which result in staff shortages at a time when workload is in high demand. If you have the following symptoms, please stay at home, keep warm and hydrated:

- Nausea
- Vomiting
- Diarrhea
- Stomach Cramps
- Headache
- Fever
- Body aches



GLOBAL HANDWASHING DAY

OCTOBER 15



Flu Vaccination Reminder

Don't wait to book your flu vaccination!

Simply walk into the **practice**, give your name to the receptionist, and we'll let the nurse know you are ready for your flu jab.

Protect yourself and those around you this flu season, we are waiting for you:

Patterdale Lodge, Legh Street:

Tuesday 6th Oct: **9 - 12** then **1 – 5**

Wednesday 7th October: **1 – 3**

Thursday 8th Oct: **3 – 6**

Tuesday 13th Oct: **10 - 12** then **1.30 - 6**

Wednesday 14th Oct: **9 - 12** then **1 - 5**

Thursday 15th Oct: **3 – 6**

Patterdale Lodge, High Street:

Thursday 8th October **9 - 12**

Thursday 15th October **9 - 12**

**** If you live in **Burtonwood or the surrounding area**, we are holding flu clinics at our Clay Lane surgery, but they are pre-bookable, not walk in. We have plenty of appointments left so please give the surgery a call, our reception team are ready and waiting to book you in ****

Thursday 8th Oct **8 – 1.45**

Thursday 15th Oct **8 – 1.45**

August Telephone Figures:

We received **5,021** calls into the practice, and we handled **4,980** = **95.95%**

We received **74** call back requests, and we returned **74** 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 dates for dedicated staff training, we will re-open at 8am, the following day.

Wednesday 21st October 2026

Wednesday 25th November 2026

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

