



NEW LOOK NEWSLETTER!

June '25

Moonlight Memories

Some of our team took part in this walk in support of St Catherine's Hospice - Layla, John and his 9yo daughter, Abi, Dee, Imogen and Bethany enjoyed a lovely walk in support of this charity! Helen also took part with her group 'The Local Vocals' - a true representation of joy, community and the power of singing together! Photos below of the event

July '25

Charity Bike Ride

Our lovely Abi, who works in reception and clinical coding, is raising money for The Christie this July she completed the Manchester to Blackpool bike ride, so far, she has raised £285 - We are so proud of her! This was no mean feat, when you look at the map below!

November '24

New Phone System

Our new phone system went live in November last year, the feedback from patients is that they love it especially the option to request a call back. we couldn't agree more! We think it's fantastic!



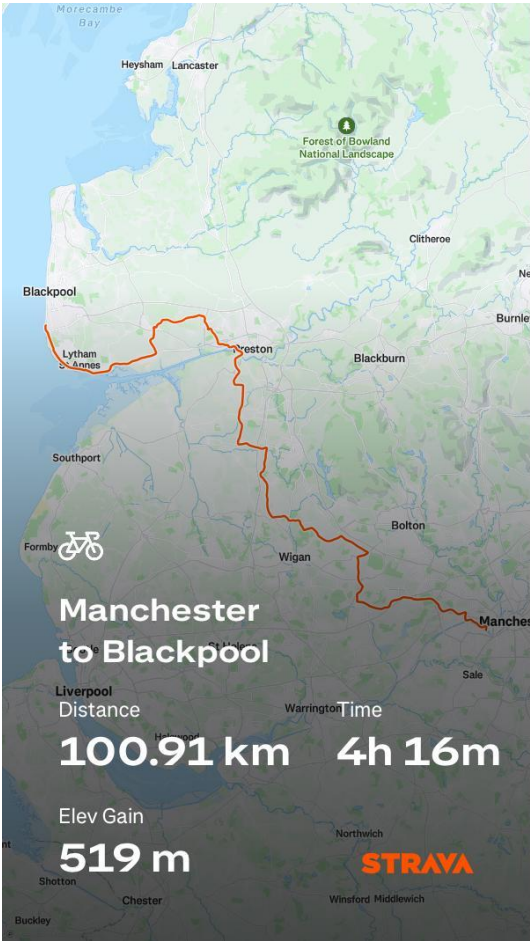
STAFF CHANGES

We have had a few staff changes; Dr Ko Ko and Dr Joseph (Oladinni) have left the UK to work in Canada, we gave them a great send off and will miss them both.

Dr April Romain and Dr Sandeep Singh have joined us to replace them both.

In our reception team Layla, our Reception Team Leader is back from maternity leave, receptionist Imogen is due back in September from her maternity leave. Natalie (1) has now gone on maternity leave in readiness for her second daughter's arrival and the last baby news we have is Jess our ANP has given birth to a lovely baby boy, and we congratulate her!

Jasmine, our temporary secretary has now joined us as a permanent member of staff! And we are looking forward to welcoming our new nurse Shannon in late July and our new receptionist Julia in August



Patient Participation Group (PPG)

Would you like to join our PPG? We have a lovely group that meet quarterly in reception to discuss the surgery and are always happy to hear views, concerns, or compliments from members of our PPG, if you are interested in joining, please ask reception for more details.



NEW WEBSITE COMING SOON!

The web address will remain the same

www.lythamroadsurgery.co.uk

If you are part of our PPG, we will be asking you to peruse the new website and let us know what you think, watch out for the email.

Short on time? Prefer online? Please complete our online triage form [Contact us about your request Patient Portal](#)

We aim to get back to you within 48hours, but it is usually the same day.



Are you going on holiday this summer?

Do you take regular medication?



Remember to order your medication in good time, and in accordance with NHS guidelines we can only give patients a three-month supply of medication, so bear this in mind when you are booking your holidays. LRS also have a policy of only allowing a controlled drug prescription being given for one month, this is to ensure the safety of patients.

Missed an appointment recently?

DUE TO THE LARGE AMOUNT OF MISSED APPOINTMENTS

We have updated our DNA policy, if patients miss more than 3 appointments in a 24-month rolling period, you will unfortunately be asked to register elsewhere.

If you miss an appointment, we will send you a letter or text advising you have missed an appointment and whether this is your 1st, 2nd or final warning. If children are not brought to appointments the warning will go for the child and both parents/guardians (if both are registered) - This is to make it fair for everyone - please let us know within 2 hours if you are unable to make an appointment.



Have a compliment about a member of staff? Had a good experience and wish to share?

We'd like to hear from you if you are pleased with the service you've received.

We'll let the staff involved know and share the feedback with our hardworking team.

[Here are some ways to share your feedback with us:](#)

You can give us anonymous feedback via a "Friends and Family Feedback" form from Reception.

or we would be grateful if you could leave us a review on Google, using the QR code below if that is easier for you or by [clicking this link](#) and our regulatory body the Care Quality Commission (CQC) are always happy to receive feedback [Give feedback on care - Care Quality Commission](#)



Other recent events

Feb '25

Menopause Workshop

Our menopause workshop took place in February this year, all the ladies found it beneficial and Helen our practice nurse and Dr Sultana gave some great advice! This is something we may repeat if demand is there - please let us know

May '25

Wellbeing Walk

The team got together for a lovely wellbeing walk up Nicky Nook, the sun certainly shone that day! This was followed by a late lunch at The Barn at Scorton, delicious!



Events Coming Up!



Location - Fatima Health Centre Foyer (where we held our last bake sale)

Date - Friday 26th September 2025

Time - 10:30am until roughly 14:30

By taking part, you will join tens of thousands of people across the UK raising money to support people living with cancer.

If you would like to bake in readiness for the day, or even volunteer on the day, please let Layla know, Otherwise please come along and purchase some lovely cakes in the knowledge you are donating to a good cause.

QR Code for donating to The
Christie Hospital - Thank you.

