New Longton Surgery

YOUR SURGERY - YOUR HEALTH - OUR PRIORITY

Patient Information Newsletter.

Issue 4 Autumn 2026

Welcome to our Autumn Practice newsletter.

The patient participation group met in October, and this newsletter is intended to give you the latest news from the surgery.

Dr Whitworth annual leave

Firstly, a reminder that Dr. Whitworth will be on leave from October 31st until December 14th. Dr.Whitworth will be visiting her daughter who is also a Doctor in Melbourne Australia. Her sessions will be covered by Dr Bradshaw and Dr. Patel who have worked with the practice regularly to cover annual leave. I am sure you will join me in wishing her a lovely break down under.

CQC Inspection feedback

Some of you may be aware of the recent CQC inspection, perhaps you were one of the 200 patients who provided positive feedback. This was a focused inspection and not a full inspection, The outcome was that there were only a couple of minor suggestions, one of which was involved a tick box exercise to check when rooms were cleaned. The good and outstanding ratings were maintained.

Of note was the fact that the inspectors were blown away by the patient support at the surgery. I was interviewed as Chair of the PPG and the evidence for an active PPG group impressed the inspectors. This was another positive outcome for the surgery. It is worth noting not every practice has this communication pathway in place so we are in a very fortunate position. Meetings of the PPG are held approximately every three months and open for any patients to join.

Changes to referrals

Dr Whitworth informed the meeting of changes coming in this month. In a bid to bring wait times down there is to be a change in how referrals to hospital are handled. Starting with referrals to Gastro services which are currently experiencing a wait time of 12-18 months; a senior consultant will review the referral. Advice and guidance is available to the surgery when a referral is ‘bounced’ back but it may be a situation where the recommendation to primary care is to try a medication first. This framework will be extended to other areas for secondary sector referrals in the course of time.

Flu Vaccinations

It is that time of year again when flu vaccine clinics are being held at the surgery. Debbie the practice manager asked that this service is promoted, and eligible individuals are encouraged to book in for their Flu vaccines. The practice has to buy vaccines for eligible patients in advance and is unable to return them if they are unused.

Variation Enhanced Service

Dr Whitworth discussed something called the Variation LES (local enhanced service). In the future the practice will have to review data to evidence how they stand against local and national referral rates. Data will be issued about referrals which Dr Whitworth must audit. For example, it looks like there is a high level of urology referrals and it is this service that the surgery is looking at first. It is expected that other things will come down the line in the future. Numbers will be looked at to see if things can be done differently but the PPG group were reassured that patient care is always at the forefront.

Fundraising

Over the last few months, a small group of individuals called the PPG Fundraisers have been meeting to organise fundraising for items to improve the patient experience at the surgery.

A couple of successful events including a talk by a cardiac surgeon and the sale of some Christmas trees in pots have starting the ball rolling. There has been an unfortunate misunderstanding however when a large tree in a bigger pot was removed from the front of Helen's home. The designated trees were through the second gate and at the rear of the barn. If this was you or you know the person, could the tree please be returned without any recriminations? A designated smaller tree would be given in return.

Dr Whitworth has set up a separate bank account for funds. The aim currently is to buy a TV screen for the waiting area to convey health information to patients.

Look out for a Christmas hamper in the surgery where you can enter your name and contact details on a chart for £1 a go. The winner will be drawn before Christmas by one of the doctors and the date of will be announced in due course. Anyone who would like to join this fundraising group please let the surgery know.

Primary Care Network (PCN)

The subject of the PCN (Primary Care Networks) was raised again not everyone is aware of the existence of this. The surgery is part of Chorley and South Ribble PCN, which is a group of 5 practices working together to provide services, and has been for a few years, and because of this is in a strong position to bid for contracts. More information is available in the previous newsletters on the practice website.

Phone message

Comments had been made about the long phone message when ringing the surgery. Sadly, Debbie reported some members of the reception team had suffered verbal abuse which is not acceptable and also it was part of their contract to advise about chaperones etc.

If there is a queue on the telephone of more than 5 minutes, it is a simple thing to press a number and you will retain your place in the queue and be called back when you reach the front.

Practice Facebook

Promotion of the Facebook group was encouraged so everyone can know what is going on at the surgery.

https://www.facebook.com/newlongtonsurgery1

PPG emails

PPG emails now come from thegpwebsitecompany.co.uk.

Please add this to your safe senders list to ensure emails go straight to your inbox.

Staff training

Essential staff training, which is being delivered to NHS staff in the locality, is taking place on Tuesday, November 10, 2026.

On this date our surgery and telephones will be closed from 1.00pm.

There will be no pre-booked appointments on this afternoon.

The surgery will re-open as normal the following day, Wednesday, November 11, 2026.

Janet Edwards Chair of the PPG October 28th, 2026