

Withnell Health Centre's PPG Newsletter

FEB 2026

Email: iscicb-csr.ppgwithnellhealthcentre@nhs.net



HELLO ONCE AGAIN FROM THE PPG

Hello once again from us all at Withnell Health Centre's Patient Participation Group (PPG)!

For those who haven't read any of our previous issues, we are a collection of both patients and practice staff who meet on a quarterly basis to discuss topics such as feedback, practice updates and news, and actions for making Withnell Health Centre better for you as a patient!

If you would like to join the PPG or share your views, please feel free to contact the email address provided above.

NUMBERS ON RECORD...

What did the patients of the practice have to say about the service this quarter?*

	OCT	NOV	DEC
VERY GOOD	300	246	199
GOOD	14	17	16
NEITHER GOOD NOR POOR	2	0	7
POOR	1	0	0
VERY POOR	0	0	1

*Numbers taken from Friends and Family Survey results.

What's been happening in surgery?



	OCT	NOV	DEC
TOTAL APPOINTMENTS	2,503	2,467	2,227
ANSWERED CALLS	2,964	2,445	2,035
FAILED TO ATTEND	41	39	41

Did you know that failing to attend a GP appointment wastes the time of doctors, nurses and administration staff and therefore costs the NHS money? **Each lost appointment costs the NHS between £30 and £50.** *If you cannot keep an appointment please notify the practice to cancel the appointment as soon as possible so other patients can benefit.*



DID YOU KNOW?



The Withnell Pharmacy are currently working with the health centre in identifying patients who are suitable for 'Repeat Prescription Dispensing'. Patients who qualify for this scheme will be able to easily collect their prescriptions from the pharmacy without the need to get a new prescription each time. This saves both the surgery and the pharmacy time and reduces the likelihood of patients being without medicines. Stock control at the pharmacy will be much improved and wastage reduced.

WITHNELL  PHARMACY



WHAT'S NEW?

DECEMBER 10



Josh Olliver, who lives in Chorley and is closely related to Kelly (one of our health centre receptionists), has appeared in a new Netflix documentary called 'Simon Cowell: The Next Act'. After successfully auditioning, Josh has now become one of the seven members of the newly formed boy band, December 10. They have recently released their first track, 'Bye Bye Bye', which you can listen to on YouTube. To top this off, Danny is also from Chorley!

We wish Josh, Danny and all of the members of December 10 every success!

INTRODUCING...

ALAN MARTIN, PPG VICE CHAIR



"I first moved to Brinscall with my family in 1975, when I worked for Leyland Motors. Following the demise of Leyland I was transferred to Volvo and then I took up a Development position with Scania where I worked until I retired in 2015.

It was during the concerning period when the ICB were trying to transfer Withnell Health Centre into corporate control that I became involved with the PPG and was appointed Vice Chair.

The PPG is made up of a group of patients who are keen to establish two way communication between the patients and the practice. The doctors and staff at Withnell Health Centre are themselves very active and supportive of the PPG and it is my hope that as a group we can continue to develop good relationships between both the health centre and the patients.

This is a two way relationship so please use the email address to submit your views: lscicb-csr.ppgwithnellhealthcentre@nhs.net."



A NOTE FROM THE DR ROBINSON & THE TEAM ON...

We would do anything to keep our kids safe! Right?

Of course we would. But amazingly more and more parents are not vaccinating their children against infection that could kill or seriously harm them. And vaccinating a child not only protects that child, but protects everyone else in that community. Currently at Withnell HC only 94% of children have had all their vaccinations for Diptheria, Tetanus and Polio and 90% for MMR.

Vaccines are SAFE. Vaccines are EFFECTIVE.

Please talk to your friends and family about this issue. We all need to be vaccinated to help our community.

We offer lots of appointments, in hours and out of hours, including late nights and Saturdays to help working parents.

All our Doctors, Nurses and staff have had all their children vaccinated, because vaccines are safe and vaccines protect everyone against serious illness.

VACCINATIONS



This winter our staff have worked hard to vaccinate against flu:

- 76% of our over 65 year old have been vaccinated
- 51% of our under 65 year olds (at risk) have been vaccinated
- 44% of our 2-3 year olds have been vaccinated

At our annual flu clinic alone on Saturday 4th October we vaccinated a total of 751 patients, as well as running our coffee and cake morning to raise a staggering £3090 for charity, split between Breast Cancer Now and Rosemere Cancer Foundation.

This year we had our PPG kindly helping out as well, making everything run smoothly. We try so hard to vaccinate everybody because flu kills up to 8000 every winter in the UK and vaccines are SAFE and EFFECTIVE.

When you get vaccinated, you don't just protect yourself; you protected everyone in your community.



Username: Withnell Health Centre Patient Participation Group @WithnellGarden, Summer 2025