

Withnell Health Centre's PPG Newsletter

August 2026

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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.

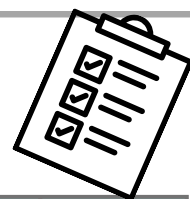
PATIENT FEEDBACK

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

	APR	MAY	JUN
VERY GOOD	171	173	207
GOOD	12	14	8
POOR	3	3	3
VERY POOR	1	1	0

*Numbers taken from Friends and Family Survey results.

What's been happening in surgery?



	APR	MAY	JUN
TOTAL APPOINTMENTS	1781	1582	1934
ANSWERED CALLS	2839	2820	2403
FAILED TO ATTEND	27	29	38

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.

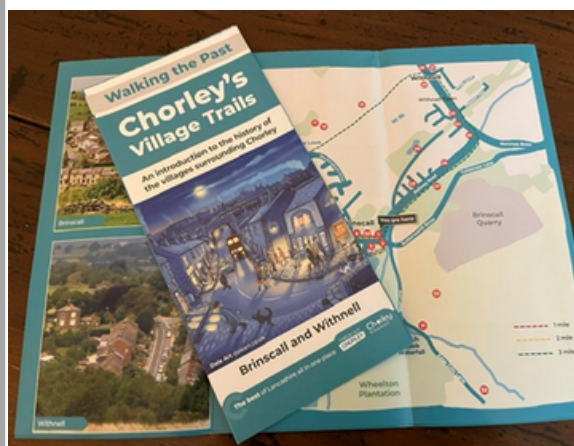
BRINSCALL AND WITHNELL TRAILS

The new Heritage Trail offers a great walk and throughout provides an interesting history of our villages.

Whether you are new to the village or are looking to revisit Brinscall and Withnell's history what has been created with this trail is certainly for you.

A trail map is installed at the bottom of School Lane. leaflets explaining the trail route and the hidden secrets are available in local shops, cafes, Churches and also in the Health Centre.

Thanks go to Debbie Pope for her work in developing the routes and historical content.





INTRODUCING ...

Amy, PPG Member



Hi, I'm Amy! I joined the PPG at Withnell Health Centre in November 2024. It wasn't something I'd heard about before but, when I was approached by a member of the group during a children's vaccination clinic, I thought 'Why not?' If you value community and enjoy working with others to improve local services, then why don't you come along to our next meeting? A bit about me... I'm a local primary school teacher with two young boys. I've been lucky enough to be given the opportunity to write the PPG's newsletter and I am part of the group's communications group.

WITHNELL PHARMACY

The Withnell Pharmacy continue to work 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.



DEFIBRILLATOR

We are delighted to share the news that the public access

defibrillator located outside the pharmacy in Withnell has now been recommissioned, providing an important resource for our local community. The device provides clear spoken instructions, making it suitable for use by members of the public whilst waiting for the emergency services to arrive. The PPG has agreed to support the ongoing maintenance of the defibrillator.

A NOTE FROM THE DR ROBINSON & THE TEAM



We are very pleased to announce that in May, Dr Ressel delivered safely a healthy baby girl. Mother and baby are doing well. Dr Ressel has asked us to pass on a huge thank you for all the lovely cards, gifts and well wishes she has received. Dr Ressel's maternity cover is being provided by our regular locums Dr Moitra, Dr Alam and Dr Ali.

The recent results of the GP patient survey have been published and we were

delighted with these results so thank you to those who took the time to complete it. 96% of patients said their overall experience of the surgery is good. This score ranks us 116th out of 6166 surgeries in England which puts us in the top 2%.



Artwork on display



The Chorley Lodge Artists based in Brinscall have set up a display of some of their artworks in the rear waiting room. The artworks are for sale with a percentage of the sale going to the Health Centre. The paintings will be rotated at regular intervals so please feel free to have a look at them. Anyone wishing to buy an artwork please contact a member of staff.



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DID YOU KNOW ?

BREAST SCREENING

Women over the age of 71 are no longer routinely invited for breast screening. However, they remain eligible for screening and can request an appointment by contacting their GP or local breast screening unit on 0300 707 5899

STAY SAFE THIS SUMMER

As we enjoy the warmer weather, it's important to remember that too much exposure to the sun can damage your skin and increase the risk of skin cancer.

Using a broad-spectrum sunscreen with an SPF of at least 30, applying it generously, and reapplying every two hours (or after swimming or sweating) can help protect your skin. It's also a good idea to wear a hat, sunglasses, and light, loose-fitting clothing, and to seek shade during the hottest part of the day, usually between 11am and 3pm.

EQUIPMENT LOAN SERVICE



The Community Disability Aid Equipment Loan Service at the Health Centre continues to provide short term access to essential equipment through the reuse of donated items received in good condition.

Drop off sessions are held twice monthly. Take a look at the Withnell Health Centre Facebook Page for upcoming dates.

Further information is available in the surgery or you can contact our volunteers directly at: lscicb-csr.ppgwithnellhealthcentre@nhs.net

Hard at work in the Wellbeing Garden



PPG Wellbeing Garden Looking Great

Our PPG volunteers have been hard at work maintaining the wellbeing garden, helping to keep it looking its very best for everyone to enjoy. We'd like to say a huge thank you to everyone who has given their time and effort.

The recent dry weather has made keeping the garden watered quite a challenge, but there is good news. We have now been given permission to install a water butt ourselves, although this will involve making some alterations to the existing pipework. We are also hopeful that an outside tap will be installed in the near future, which will make watering the garden much easier.

The garden is looking fantastic and we've received many positive comments from patients and visitors.

Why not take a look next time you're visiting the surgery? We hope you'll enjoy seeing how the garden is developing.

Thank You to X&P

A big thank you to X&P for their generous donation to our gardening fund. Their support will help us continue to maintain and improve the wellbeing garden, ensuring it remains an attractive and peaceful space for patients, visitors and staff to enjoy. We are very grateful for their kindness and community support.



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in the Wellbeing Garden, Summer 2025