

A view from Latchford Medical Centre's Patient Participation Group



Meeting date: Thursday 31 July 2025

Welcome to July's Patient Participation Newsletter, where we share updates, insights, and ways to keep the Latchford Medical Centre community informed and involved in our healthcare services.

Latchford Medical Centre Update

In July 2025 -


We received **1,548** eConsults (**67** per working day).

3,847 people called us, with an average wait of a **4 mins 32 seconds**.

170 patients Did Not Attend **their appointments**. **75** hours of clinical time.

Can't attend your appointment? Let us know so we can offer your slot to someone else.

What's happening in the Latchford Community?

Keep up to date with what is happening in and around Latchford by following our Facebook page  [Latchford MC Facebook Page](#)

At our PPG meeting this month we learnt about the amazing work carried out at the women's refuge. For more information, please see their website by clicking here - [Warrington Aid | Domestic Abuse](#)

What's new at Latchford Medical Centre?

August saw the changeover of GP Registrars, so we are sorry to say goodbye to Dr Yasmine Hamrioui and welcome Dr Mayowa Olagoke and Dr Dalia Idris to our team. Please offer them a warm welcome and help them feel at home at our practice.

Why Health Screening Matters

Health screening helps find problems early — often before you feel unwell. This means treatment can start sooner and may even stop serious illness from happening.

There are different types of screening, like breast, bowel, cervical, and lung checks. All are free, quick, and done by trained staff who are there to help.

Breast Screening Update

In July, 450 patients were invited for their breast screening appointment.

38 patients were asked to come back for another check. This doesn't mean they have cancer — it just means the team needs a better look. Most people leave their second appointment with nothing to worry about.

But 19 people didn't come back. If that was you, it's not too late. Please call and rebook. We know life gets busy and letters can be scary, but your health is important.

Here's how things look right now:

- 257 people are still outstanding further appointments
- 42 have chosen to wait for now
- 10 were recently screened
- 4 are already under care

If you've had a recall, please don't ignore it. A few minutes now could give you peace of mind — or help find something early, when it's easier to treat.

Lung Health Checks – Coming Soon

From October, eligible patients aged 55 to 74 who have ever smoked will be invited for a Lung Health Check.

It's a simple test to see how well your lungs are working. You'll get a text message with an appointment if you're eligible.

Find out more here:

 www.lhch.nhs.uk/lung-health-check

Your health matters. Please don't miss your chance to check in.



In July we had **75** patients respond to the question:

“Thinking about your GP practice, overall, how was your experience of our service?”

We’re delighted that **87%** of those who participated in the Friends and Family Survey thought our service is very good or good and they would recommend our services to others.

Click here to read what people had to say in July 2025 - [Practice News - July - Friends and Family - Latchford Medical Centre](#)

Click here to have your say [Friends And Family Test - Latchford Medical Centre](#)

Your Feedback, Shaping Next Steps.

Over the past six months, we’ve been listening to what our patients have to say. This includes:

- A big national GP Patient Survey
- Our monthly Friends & Family Test
- A local survey we ran in July to find out what services matter most

All this feedback has helped us understand what we’re doing well and where we need to get better. We’re working with our patient group (called the Practice Participation Group, or PPG) to make changes that will really help you.

Making It Easier to Contact Us

Here are some things we’re doing to improve how you get in touch with us:

- We’re looking at why people call us, so we can make phone lines quicker and less busy
- We’re going to improve our website to make it easier to use
- We’re making the phone message shorter
- We’re finding better ways to help patients who don’t speak English as their first language
- We’ll share the times when the phone lines are busiest, so you can try to call when it’s quieter

What You Told Us – Top 10 Things

Here are some of the most important things you said in the surveys:

1. **Most people want better phone and online access**
2. **Next most asked-for thing: more parking spaces**
3. Other ideas:
 - More services at the surgery
 - Longer opening hours
4. Services you'd like to see here:
 - Blood tests (53 people)
 - Clinics for things like skin or heart (29 people)
 - Tests and scans (26 people)
 - A pharmacy on-site (23 people)
5. Best times for longer hours:
 - Weekday evenings (6:30–8pm)
 - Saturday mornings
6. How people get to us:
 - Most drive
 - Lots of people walk
7. Parking is a problem:
 - Only 11 people say it's easy
 - Many must wait or drive around
8. Some people don't use the car park at all
9. Only 17 people said they wouldn't use evening or weekend appointments — most people would
10. **The biggest message: You want easier access, more flexible times, and more services in one place**

What's Next?

We're using your feedback to build a full improvement plan. This will focus on:

- Making it easier to book and attend appointments
- Communicating better with patients
- Bringing more services to the surgery
- Supporting patients with different needs

Thank you so much for sharing your thoughts. Together, we can make our surgery better for everyone.

Practice details

Latchford Medical Centre

5 Thelwall Lane, Latchford, Warrington, WA4 1LJ

N81065 Practice code

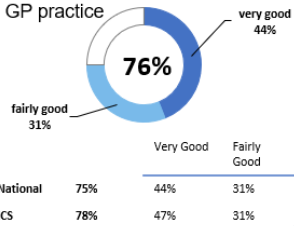
477 surveys sent out

121 surveys sent back

25% completion rate

Overall experience

Good overall experience of this GP practice

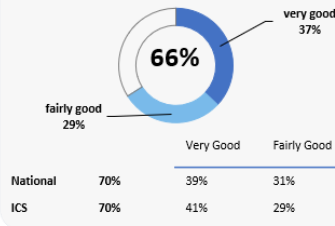


Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

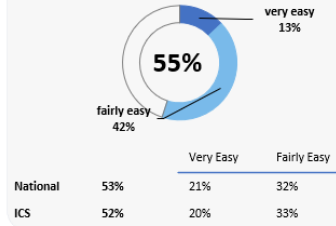
Data by Ipsos

Accessing the practice

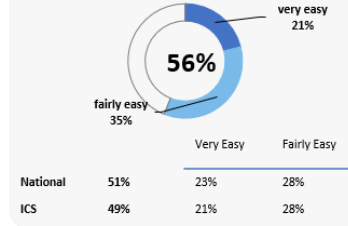
Good overall experience of contacting this GP practice



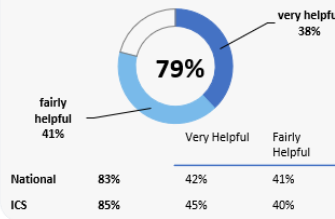
Easy to contact this GP practice on the phone



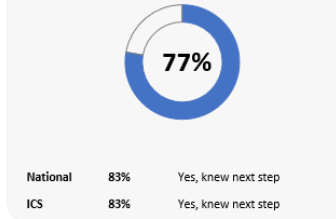
Easy to contact this GP practice using their website



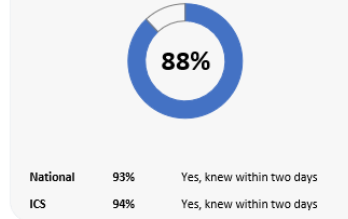
Helpfulness of reception and administrative team at this practice



Knew what the next step would be after contacting this GP practice



Knew what the next step would be within two days of contacting this GP practice



For more information about this practice, please go to: <https://Go-Patient.Co.Uk/Patientexperience/Results?Code=N81065>



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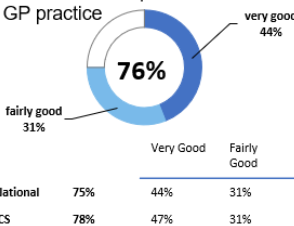
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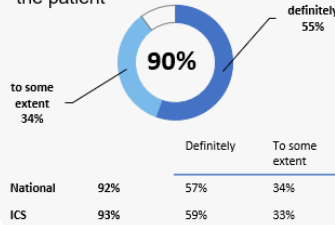


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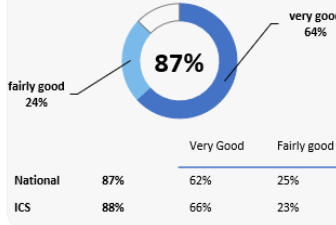
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Experience at last appointment

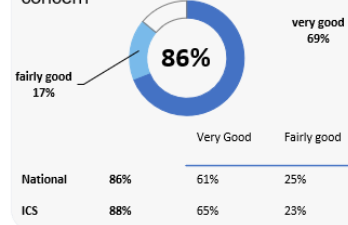
The healthcare professional had all the information they needed about the patient



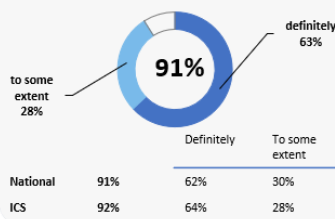
The healthcare professional was good at listening to the patient



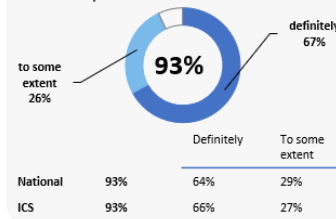
The healthcare professional was good at treating the patient with care and concern



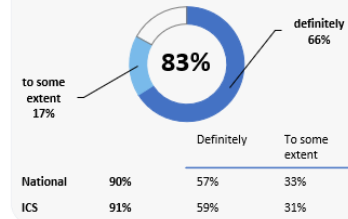
The patient was involved as much as they wanted to be in decisions about their care and treatment



The patient had confidence and trust in the healthcare professional they saw or spoke to



The patient's needs were met



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