

# A view from Latchford Medical Centre's Patient Participation Group



Meeting date: Thursday 25 September 2025

Welcome to Octobers 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 September 2025 -

We received **1,130 eConsults** (**52** per working day).

**2,418** people called us, with an average wait of a **3 mins 51 seconds**.

**176** patients Did Not Attend their appointments. **61** 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](#)

Warrington Foodbank provides essential support to local individuals and families in crisis, ensuring no one in our community goes hungry. Their dedicated team works tirelessly to offer food, compassion, and hope to those in need. We are proud to support their incredible work by collecting donations throughout October. Please bring all non-perishable donations down to Latchford Medical Centre — every item you give helps make a real difference to someone's life.

## What's new at Latchford Medical Centre?

We're delighted to welcome back our medical students this September, who are training to become the doctors and nurses of tomorrow from the Universities of Liverpool and Chester. Supporting and developing the future healthcare workforce is something we're very passionate about at Latchford Medical Centre. You may see our students involved in your care during consultations, and we hope you'll understand and appreciate the importance of this valuable hands-on learning experience.

### Lung Health Checks for Patients Aged 54–75

Latchford Medical Centre is pleased to share that patients aged between **54 and 75** with a **current or history of smoking** are eligible to take part in a **free NHS Lung Health Check**.

The programme is run by **Liverpool Heart and Chest Hospital** and aims to detect lung problems early, often before symptoms develop. Early detection can make treatment more effective and improve long-term health outcomes.

If you are eligible, you will shortly receive an invitation by text message or letter. To view your appointment details, you may be asked to enter your date of birth online. If you cannot access the text, a letter will be sent to you by post with all the information you need.

As your GP surgery, we strongly encourage you to attend this important screening service. It's a simple step that could make a big difference to your health.

Find out more here:

 [www.lhch.nhs.uk/lung-health-check](http://www.lhch.nhs.uk/lung-health-check)

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



In July we had **90** patients respond to the question:

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

We're delighted that **92%** 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 - Your Feedback Matters - Latchford Medical Centre](#)

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

### Our Social Prescriber – Jenny

We were delighted to welcome **Jenny**, our Social Prescriber, to the Patient Participation Group meeting on **Thursday 27 September**. Jenny gave an excellent overview of her role and how she supports our patients here at Latchford Medical Centre. As a Social Prescriber, Jenny helps people improve their wellbeing by connecting them with local support and activities — such as community groups, exercise classes, counselling, housing or financial advice, and volunteering opportunities. Her role is all about taking time to understand what matters most to each person and helping them find the right kind of non-medical support to improve their health, confidence, and quality of life.

**Social prescribers** (also known as **link workers**) help people improve their health and wellbeing by connecting them with **non-medical sources of support** in their community.

Here's what they typically do:

1. **Spend time understanding the person** – They talk with patients about what matters to them, not just their medical issues. This might include loneliness, stress, housing problems, or lifestyle challenges.
2. **Link people to community services** – They help people access local activities and support such as exercise classes, walking groups, counselling, debt advice, housing support, carers' groups, or volunteering opportunities.
3. **Empower self-management** – They work with patients to build confidence, set goals, and take small steps to improve wellbeing.
4. **Work closely with the GP practice team** – They are part of the wider primary care team, helping free up GP time by addressing social, emotional, or practical issues that affect health.

In short, **social prescribers bridge the gap between clinical care and everyday life**, helping people find the right support to feel better, stay connected, and live more independently.

If you feel you might benefit from speaking to Jenny, please **ask at reception for a referral** or mention it during your next appointment.