

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

Meeting date: 30.01.2025



Welcome to our Patient Participation Group's (PPG) January newsletter, where we share updates, insights, and ways to keep the Latchford Medical Centre community informed and involved in our healthcare services.

## What's new at Latchford Medical Centre?

**Book appointments online** - Patients can now request their long-term condition reviews, smears, BP and health checks online, 24 hours a day, 7 days a week using the link below

[Book an appointment - Latchford Medical Centre](#)

This allows patients to request appointments at any time hence freeing up our phone lines for those who do not use the internet or need to speak to us. We endeavour to be in touch within three working days.

**HINT** – you will need your NHS number to use this service. You can find your NHS number on your NHS app or call us, and we will be able to send it to you.

## 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](#)

## Latchford Lowdown

In this feature, we shine a light on local charities and support groups making a difference in our community. From food banks and mental health services to dementia support and youth initiatives, we highlight the incredible work happening right on our doorstep.

This month, we focus on **St. Vincent de Paul Society (SVP) in Latchford**, a charity providing practical assistance, friendship, and emotional support to those in need. Operating from **St. Henry Newman Church**, SVP helps individuals and families facing hardship, offering food, general assistance, and a listening ear. Know a local group doing great work? Let us know—we'd love to feature them!

For more information see their website [Home | St Vincent de Paul Society](#) or ask at Latchford Medical Center for a referral.

## Appointments update for December?

**1420** eConsults were submitted and completed at Latchford Medical Centre in October 2024

**2m 31s** was the average queue time for telephone calls to be answered at in December 2024

**150** Patients did not attend their appointment at in December 2024.

It's important to let us know if you cannot make your appointment so we can offer it to someone else in need. Let's work together to keep healthcare accessible to everyone!

### What's Happening in South Warrington Primary Care Network?

Many patients with dementia, their carers, and those concerned about memory issues are feeling lost and unsure where to turn. To provide support, the South Warrington Primary Care team is collaborating with 'Warrington Speak Up', who run a Dementia Project called 'Still Me'. They have also made links with support organisations who attend the Living Well Hub every Tuesday, with a focus on ageing well and Dementia. Click here for more details. - <https://www.warrington.gov.uk/living-well-hub>.

Additionally, a networking event will be held on Thursday 13<sup>th</sup> March, 2:00pm to 4:00pm. The event will be held at the Gateway and welcomes all Warrington residents; however, we are specifically encouraging South Warrington residents to attend. This event aims to gather valuable insights to enhance services for those living with dementia and their loved ones. For more information, please visit this website - <https://www.warringtonspeakup.org.uk/warrington-dementia-project/>



In December 2024, **31** patients responded to the question:

**“How likely are you to recommend us to your friends and family?”**

We're delighted that **84%** of those who participated in the Friends and Family Survey said they were extremely likely or likely to recommend our services to others. Click here to have your say.

## Join your **Patient Participation Group**

PPGs represent patients and provide feedback on GP practices, helping to drive change



We're looking to grow our Patient Participation Group (PPG)!

A PPG is a team of patients, carers, and staff who meet to share ideas, discuss patient experiences, and help improve our services.

Our next meeting is Thursday 27 March at 2pm. Interested? Call us on **01925 637508** for more information.