

# NEWSLETTER

## Our Contact Info:

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**Email:** pvs.parkviewadmin@nhs.net

[www.parkviewsurgerynhs.co.uk](http://www.parkviewsurgerynhs.co.uk)

Haverflats Lane, Milnthorpe,  
Cumbria, LA7 7PS

## **Opening Hours**

Mon – Fri: 8am – 6pm

Late clinic every Wed:

6:30pm – 8pm

First Sat a month: 9am – 2pm

Sunday: closed



**Scan me to  
download the  
NHS app**



You can use the **NHS App** to:

- Order repeat prescriptions
- Book & manage GP appointments
- View your GP medical record securely
- Register to be an organ doner

## How do I order repeat prescriptions?



We no longer accept repeat prescriptions requests over the phone, this is to ensure accuracy and safety in medication requests. Our GP partners kindly ask you to request all medication via the NHS App on your smartphone / tablet, NHS login on your laptop or drop off your repeat slip at reception.

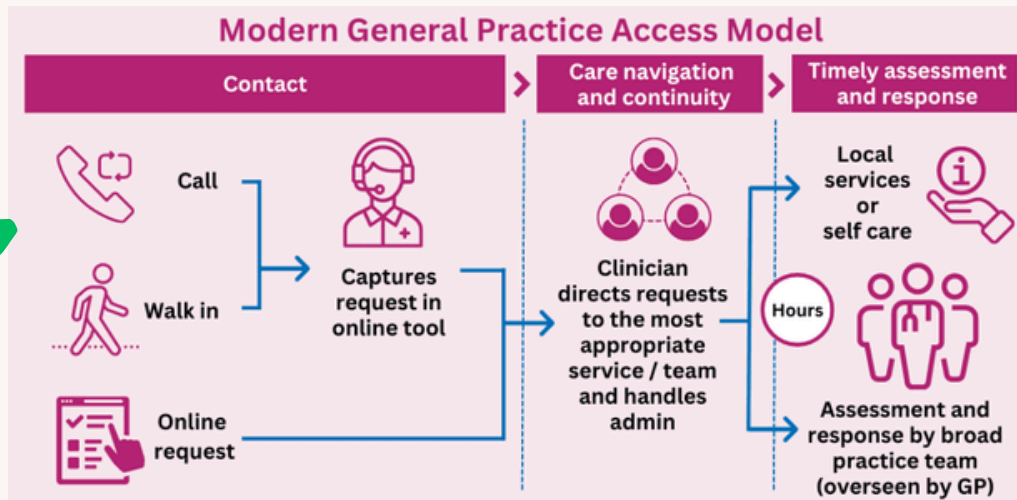
## **How do I do this on the NHS app?**

- 1) create an account / login
- 2) Tap 'Prescriptions' on the home screen
- 3) order your repeat prescriptions
- 4) you will receive a confirmation text
- 5) takes 2 working days to process
- 6) the prescription is sent electronically to your nominated pharmacy for collection

Welcome to our NEW patient newsletter! This is to help keep **you** informed with the latest **updates**, **health tips** and **services** we are offering at Park View Surgery. Our goal is to continue providing the best possible care for our patients.

## How we triage your consultation requests:

This takes up to **2 working days** no matter how you contact us!



## You no longer need to wait on hold!

Our new phone system is integrated with our clinical system and now offers a callback option. Simply select this option when prompted, and we'll call you back when you reach the front of the queue—so you can go about your day as normal. Please ensure your contact details are up to date, as this helps us match your call to your patient record for quicker, more efficient support.

## Routine contraception ordering:






Our local pharmacies offer an NHS service which allows you to access your contraceptive pills via a simple referral to the pharmacy of your choice. A patient advisor will create and send this at your request.

Speak to your pharmacist if you suspect you have:

- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

**Visit your Pharmacy First!**

**Are you using the right service?**

Self-care	Pharmacy	GP	Minor Injuries	A&E/999
Hangover. Cough. Colds. Grazes. Small cuts. Sore throat.	Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.	Arthritis. Asthma. Back pain. Vomiting. Stomach ache.	Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.	Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.
 <p><b>Self-care</b> is the best choice to treat minor illnesses and injuries.</p> <p>A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.</p>	 <p><b>Pharmacists</b> advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&amp;E department, and save time.</p> <p>No appointment is needed and most pharmacies have private consulting areas.</p>	 <p>GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.</p>	 <p><b>Minor Injuries Units, Walk-in Centres and Urgent Care Centres</b> provide non-urgent services for a range of conditions.</p> <p>They are usually led by nurses and an appointment is not necessary.</p>	 <p><b>A&amp;E or 999</b> are best used in an emergency for serious or life-threatening situations.</p>
<b>NHS 111</b> <b>NHS website</b>	If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call <b>NHS 111</b> .  You can also access health advice and guidance or find your nearest service online through the <b>NHS website</b> .			24 hours a day 7 days a week  Visit <a href="http://www.nhs.uk">www.nhs.uk</a>

# Keep up with your health and your surgery!

## Read about what has been happening behind the scenes here at Park View:

- Sam, our General Practice Assistant (GPA) ran the London marathon in April! We are so proud of her, well done Sam!
- You may have noticed a familiar face has been missing from reception – we are delighted to announce Lydia's baby has officially joined the Park View Family, welcome baby Poppy!
- We are so sad to announce that Shirley, our beloved practice nurse for over 30 years, is unfortunately leaving us. We wish her the very best for her well-deserved retirement.
- Anna, our healthcare assistant, is also sadly leaving us due to a career change, we wish her the very best for the future.

### LATEST NEWS

## A warm welcome to our newest additions of the team!

- **Emma** – Joined us at the start of the year and is a key part of our Patient Advice team. She's often one of the first people you'll speak to—please give her a warm welcome!
- **Klee** – Our new practice paramedic, working mostly behind the scenes but making a big impact on patient care.
- **Dr Jen Beck** – We're excited to welcome Dr Beck as a permanent salaried GP, offering regular sessions for patients.
- **Ken** – Joined our Clinical Pharmacy team earlier this year and has been a great support to both patients and staff.
- **Sam** – Our new Nurse Associate, already making a positive difference in the team.
- **Ali** – Recently joined us as a Health Care Assistant and is settling in well with patients and staff alike.



## We value your feedback!

After your appointment, please take a moment to complete our patient survey. Your experience matters to us. We've already received fantastic feedback on our new Pharmacy First scheme—thank you!

## Did you know that we are a teaching practice?



We support third-year medical students from Lancaster University as they train.

They may join your consultation to observe or carry out procedures they've been trained in—but only with your consent. If you're not comfortable, just let us know and they won't be present.



**We are a Veteran Friendly Practice!**