

Park View Surgery

Patient Newsletter

2026 Edition

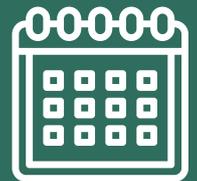
www.parkviewsurgerynhs.co.uk

Patient Note!



Please do not park outside our Milnthorpe surgery on the single yellow line unless you have a blue badge. Parking wardens do patrol this area and having an appointment with us is not an excuse.

Dates for your diary!



12th March - Closed from 1pm
16th April - Closed from 1pm
13th May - Closed from 1pm
10th June - Closed from 1pm
9th July - Closed from 1pm
NHS App Drop In Sessions -
dates to come

Staff News



We're delighted to welcome Sharon, Shay and Portia to our Reception and Patient Advisor team – they've settled in brilliantly and are already doing really well in their new roles. We're also pleased to have expanded our clinical team, welcoming Zach, our new Counsellor, and Sak, our Mental Health Worker, who are supporting our patients' wellbeing.

Your feedback is important to us! Please ask at reception for a patient feedback slip or visit our website and follow the link at the bottom of the web page!

How to contact us!



We understand that calling the practice may not always be convenient for you. That's why we offer other ways for you to get in touch.

For non-urgent medical or admin queries, you can contact us using Accurx. It's a quick and secure way to send your request online at a time that works for you.

However, if you prefer to speak with someone our phonenumber is open from 8AM until 6:30PM - Monday to Friday

"Quick and easy"

Available options

- I have a health problem** Available all day →
Contact your GP about a new or ongoing problem
- I have an admin or routine care request** Available all day →
Includes fit (sick) notes, repeat prescriptions, reviews, screening and vaccinations

"I got a response shortly after filling out the form"

Select an option

- Repeat prescription**
Order a prescription or ask a question about your medication
- Fit (sick) note**
A medical statement about your fitness to work
- Routine care**
Including long-term condition and medication reviews, vaccinations and screening
- Test results**
Ask about the results of a recent test
- Referral follow-up**
Ask about an existing referral
- Doctor's letter**
Including private, insurance and educational letters
- Other admin request**

Back Continue



Add information about the health problem

Describe the problem
Focus on one, for example: I have a pain in my lower back

Attach a photo (optional)
You can attach up to 5 photos 0 / 500
+ Attach a photo

How long has it been going on for? Is it getting better or worse?
For example: It's been going on for over a week

Have you tried anything to help?
For example: I've tried physio, which helps a little 0 / 500

Where can I find this?

➡ Follow our appointments link on our website

➡ Through the NHS App

➡ Request one to be sent to you or filled out for you at our reception or over the phone



01539 761225 • pvs.parkviewadmin@nhs.net





The NHS App



We use the NHS App to help you manage your health more easily and conveniently. Even if you're not very confident with technology, the app is simple to set up and easy to use. Through the app, you can arrange and manage appointments, receive appointment reminders, order repeat prescriptions, and view your medical record. You can also send admin and appointment requests online, giving you another straightforward way to contact the surgery without needing to call.

To start using the NHS App scan the QR code here



You can use the NHS App to:

- Order repeat prescriptions
- Book and manage appointments
- Send messages to us 24/7
- View your GP medical record securely
- Register to be an organ donor

**NHS App Drop
In Sessions
available**

Ask our receptionist for the next session



Giving family members access to your record

You can give permission for family members to be able to access your NHS care record. They can also be given access to order repeat prescriptions, view your care record, complete online consultation forms on behalf of you and manage appointments.

To do this please visit our surgery and ask to fill out a Proxy Access Form.



Prescriptions



Please allow 4 working days for your prescription to go through to the pharmacy

Repeat Prescriptions

You can order repeat prescriptions by handing in the perforated slip with your chosen medication ticked to our reception, you can email us with your request on our admin email or you can order your medication through the NHS App.

Please make sure to request your medication at least five working days before your current prescription runs out. This will help ensure there is enough time to process your request and prevent any interruption to your medication.

Acute Medication

Any medication that you would like to request from the past or something that is not under your repeat medication should be requested at our surgery.

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.

Our reception team and patient advisors are trained to sign post you to the correct service. Going directly to the most appropriate professional will reduce the number of appointments you need, meaning you'll get seen quicker.

Self Care - Conditions that will get better themselves over time

Headaches, coughs, colds, grazes, sore throats

You can look after yourself at home, make sure you have a well stocked medicine cabinet!



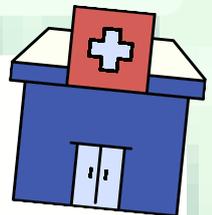
Pharmacy - Conditions that are helped by medicines

Diarrhoea, painful coughs, medicine advice

Pharmacy teams are experts in medicines who can help you. They also have private consultation rooms if you would prefer to talk to them in private.



GP Practice - Longer lasting illnesses



Vomiting, aches and pains, fever in children, ear infections.

Our GP practice offers a range of healthcare professionals who are available for all health concerns and can refer to other medical services when required.

111 NHS 111 - Unwell and unsure where to go?

Advice on more urgent medical conditions.

111.nhs.uk online or over the phone can help if you have an urgent medical problem and you are not sure what to do. They can even book appointments to some health services if needed.



Mental Health Support

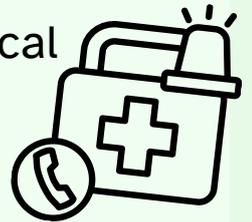


We offer mental health support through our dedicated mental health worker, who provides one-to-one sessions. Appointments can be arranged at a time that suits you. However, if you feel you need immediate support, please call **0800 953 0110**.

Urgent Treatment Centres - For conditions that are more urgent but not life threatening

Cuts, sprains, minor burns and fractures

You can go to these centres if you need more urgent medical attention that is not life threatening. Most can even x-ray.



Local Urgent Centres

- Westmorland General Hospital, Burton Rd, Kendal LA9 7RG
- Urgent Treatment Centre, Hanover St, Morecambe LA4 5LY



A&E or 999 - Severe bleeding, severe chest pains, strokes, breathing difficulties, loss of consciousness

Emergency departments or A&E are only for life threatening emergencies. You may have to wait as more serious conditions are dealt with first.

Local A&E Hospitals →

Royal Lancaster Infirmary ● Furness General Hospital

Our practice does not provide urgent treatment. If you require urgent medical care, please ensure you contact the appropriate service so you can receive the right support without delay. Requests put through via Accurx are routine requests which take up to 2 working days to be dealt with.

Pharmacy First Services

Pharmacy First is an NHS service in England that allows community pharmacists to provide advice and prescription-only treatment for seven common, minor conditions without needing a GP appointment.



Examples of things the pharmacy can help you with:

- **Earache:** Ages 1 to 17 years
- **Impetigo:** Ages 1 year and over
- **Infected insect bites:** Ages 1 year and over
- **Shingles:** Ages 18 years and over
- **Sinusitis:** Ages 12 years and over
- **Sore throat:** Ages 5 years and over
- **Uncomplicated Urinary Tract Infections (UTIs):** Women aged 16 to 64 years



We can refer you to your chosen pharmacy or you can just walk in, it is that simple!



Our Minor Illness Clinics



Our Advanced Practitioners run Minor Illness clinics on selected days throughout the week. If your pharmacy feels you would benefit from an appointment, we can arrange for you to be seen in one of these clinics. This allows us to make sure patients are seen by the most appropriate clinician as quickly as possible.

These are available to you if you have been referred from the pharmacy.

Jess's Rule

Our practice is supporting Jess's Rule, which aims to help make sure patients feel listened to and that ongoing or worsening symptoms are taken seriously. We want all our patients to feel heard and reassured that their concerns matter. If something doesn't feel right, please don't hesitate to contact us again.

Jess's Rule encourages GP teams to:

- **Reflect** – pause and consider the patient's concerns carefully
- **Review** – look back at previous contacts, notes, or advice given
- **Rethink** – reassess the situation if symptoms are ongoing or worsening

By following this approach, we aim to ensure persistent symptoms are reviewed thoroughly and patients feel supported in their care.



Persistent Pain Support Sessions

From April 2026, our practice will be offering Persistent Pain Support Sessions led by trained health coaches. Patients experiencing ongoing or chronic pain may be referred by a GP, who will first assess whether the programme is suitable. Those referred will be invited to an initial 1:1 consultation to discuss their pain and ask questions, followed by a six-week programme of weekly 90-minute guided sessions focusing on practical, evidence-based ways to manage persistent pain and improve quality of life. The programme concludes with a review and a personalised pain plan for the future. Please note this support complements existing care and is not about stopping medication. If you feel this may be helpful, please speak with our patient advisors to arrange an appointment with your GP.



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