

Newsletter

Welcome to the latest edition of your practice newsletter, where you can find important updates about your care and new services near you.

Digital Online Access

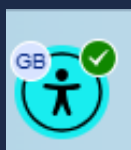
Our digital online access services are now available to patients during General Practice opening hours of 8:00am to 6:30pm. You can use these services to submit requests such as requesting an appointment for non-urgent clinical concerns, medication queries and review and some admin requests. Access these services through your practice website:

<https://www.hightownvillagegp.nhs.uk/>

Over the next few months, we will increase our online access provision to enable direct booking access to nursing and clinical pharmacist appointments

Accessibility Features

By clicking **this symbol** when it appears on the page, you can access features including options to change the language, screen contrast, font and text size.



Are you a veteran?

We are proud to be an accredited **veteran friendly practice**, as we deliver the best care to our veterans.

If you are registered with us but unsure if your veteran status is on your record, please speak to practice staff.

Your practice in numbers

In August, Hightown provided **581** appointments for patients.

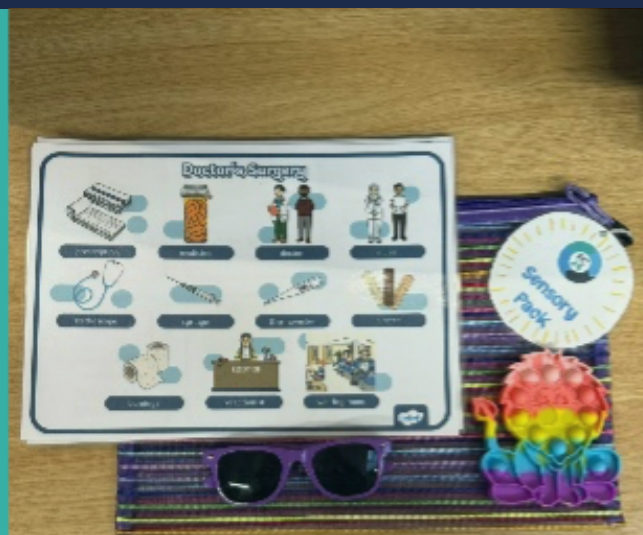
8 of those appointments were **missed** by patients - a high number were with our nurses and healthcare assistants.

If you cannot attend your appointment, please let your practice know.

Sensory Packs

We now have sensory packs available for patients with additional sensory needs. The packs contain fidget toys, storyboards, and sunglasses.

If you would like to loan the sensory pack whilst at the practice, please speak to reception.



Why we ask for a reason for your appointment

Ever wondered why our care navigators ask for your reason for an appointment? It's not to be nosey!

We ask because you don't always need to see a doctor, or you may be able to access services offered outside of your usual practice. We may have experienced clinicians more suitable to your needs at other clinics. By giving us a brief description, you help us to provide the most suitable appointment as quickly as possible.

Your appointment may be with a specialist nurse, health care assistant, GP, pharmacist, physiotherapist, phlebotomist, dietician or a different healthcare professional.

Patient Engagement Group

Did you know that your Practice is looking for members to participate in Practice Engagement. This will involve a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to help improve the service.

If you would be interested in joining Practice Engagement at your practice, or have suggestions about future engagement, please provide your details here:

<https://forms.office.com/e/MPjCNS4LuD>
or ask at the practice reception for details.

Practice Training Dates

Once a month we are closed one afternoon each month (except August and December) for staff training. We close at 1pm and re-open the following morning.

The remaining dates for this year are:

- Wednesday 19th November 2025

If you need medical help when your practice is closed, please contact NHS111 by phone or online here: <https://111.nhs.uk>

Patient Safety Partners

Primary Care 24 are currently looking for **two volunteers** to join us as Patient Safety Partners! They will ensure that patients' voices are heard and help improve patient safety.

If you have current experience of using our services, can contribute to large group discussions, respect viewpoints and can commit four hours per month, this could be the role for you!

We will provide training and assign you a dedicated contact for support. This is an unpaid role, but all out-of-pocket expenses will be reimbursed.

If you would like to apply, complete this form:

<https://forms.office.com/e/WygmYEw1ae>
or email quality@pc24.nhs.uk for further details.

Pharmacy First

Pharmacists can treat a range of conditions. Most pharmacies can offer prescription medicine for some conditions, without needing to see a GP or an appointment.

By using the pharmacy first service, you can be offered prescription medicine for:

- Impetigo (1+ years)
- Infected insect bites (1+ years)
- Earache (1 to 17 years)
- Sore throat (5+ years)
- Sinusitis (12+ years)
- Urinary Tract infections (females 16 to 64)
- Shingles (18+ years)

If you are not within these age ranges, a pharmacist can still offer advice and support decisions about self-care treatment with over-the-counter medicines, but you may need to see a GP for treatment.

Did you miss your HPV vaccine in school?

Everyone aged 16 - 25 years old are invited to catch up on their missed HPV vaccine.

The HPV vaccination is given to boys and girls in year 8 at school, but some people may have missed it. You can catch up any time until your 25th birthday.

The vaccine helps protect against a common infection called HPV, that can lead to some types of cancer, such as cervical, head and neck.

Speak to your GP surgery about your vaccine. If you missed it, you can book your appointment to catch up. Find out more here: [HPV vaccine - NHS](#)

Too much blue? Get a review

Are you or your child using your blue inhaler more than 3 times a week? It's time for an asthma review with your GP or nurse.

Frequent use of a blue reliever inhaler is a warning sign that your asthma may not be under control.

Find out more about helping your family to better manage asthma:
www.cheshireandmerseyside.nhs.uk/TooMuchBlue



Are you a mum to be?

A new maternity services finder is available on NHS.UK to help women self-refer directly into maternity services to start NHS pregnancy care.

By completing the online form: [Refer yourself](#), mums-to-be can connect to local maternity services without seeing a GP. The service lets you choose your NHS trust, connects to a midwife and begins pregnancy care as early as possible.

If you have other health conditions, you will be encouraged to meet with your doctor to discuss changes to your care. While most women do not need to see a GP before they start their pregnancy care with their midwife, you can still request to see your GP if you'd like to.