

Langbank Medical Centre – Newsletter

Broad Lane, Norris Green, Liverpool, L1 1AD
Spring/Summer 2025 Edition

Welcome from the Practice Team

Dear Patients,

As we step into Spring 2025, we at Langbank Medical Centre are committed to keeping you informed about the latest developments in primary care and how they affect our community. This edition brings you updates on NHS initiatives, new services, and health tips to support your well-being.

Practice Information


Langbank Medical Centre remains committed to providing high-quality, patient-centered care to the residents of Norris Green. We aim to keep you informed and involved as we continue to enhance our services and facilities.

Practice Achievements

- 24-25 QOF achievement for Langbank has been highly commendable. All our clinical domain was 100% to the target.
- GP specification targets had been achieved 100%
- Consistently high patient satisfaction in NHS Friends and Family Test.

New Developments & Renovation Update

We are delighted to announce that the renovation of our premises is nearing completion. The newly updated facilities will include expanded consultation rooms, a modern reception area, accessible toilets, and improved waiting areas.

 We are excited to officially reopen our fully renovated site on ****1st June 2025****.

Strategic Planning for 2025–2026

In the upcoming year, our strategy focuses on two key areas:

1. ****Capacity and Audit: **** We will expand capacity through digital triage systems and flexible clinician staffing. Monthly clinical audits will be conducted to ensure care quality.

2. ****Digital Transformation: **** We aim to improve patient access with a user-friendly online portal, more video consultations, and real-time prescription tracking.

Health Campaigns & Awareness

- Cervical Screening Awareness Week (June 10–16): Encourage friends and family to book their screenings.
- Diabetes Week (June 9–15): Free blood sugar testing and diet advice will be available at the centre.
- Mental Health Support: Continued access to talking therapies and self-referral services.



Carers: looking after yourself: Supporting a person with dementia can be positive and rewarding, but it can also be challenging. Looking after yourself is important for both you and the person you are supporting. [Caring for a person](#)

Smart Use of Primary Care

Helping You Stay Healthy & Avoid Unnecessary Hospital Admissions

At **Langbank Medical Centre**, we're here to help you get the care you need – in the right place, at the right time. Many hospital visits can be avoided with the right support and early intervention in primary care.



What Can Your GP Help With?

You **don't need to go to A&E** for:

- Minor injuries (sprains, small cuts)
- Flu or COVID symptoms
- Mild infections (ear, throat, urinary)
- Minor skin conditions or rashes
- Mental health support and medication reviews

💬 **Speak to your GP team first** – we often offer **same-day appointments** or can guide you to quicker support like:

- Clinical Pharmacists
- Physiotherapists
- Social Prescribers
- Mental Health Practitioners


NHS Pharmacy First Service

Introduced on 31st January 2024, the Pharmacy First service builds on the previous Community Pharmacist Consultation Service (CPCS), which allowed GPs and other settings to electronically refer patients directly to pharmacies for minor illness consultations. Other recently expanded pharmacy services include the [NHS Blood Pressure Check Service](#) for people aged 40 and over, and the [Pharmacy Contraception Service](#).



Welcome to the Team!

Langbank team is pleased to welcome our new staffs Juby, Amanda, Helen & Lisa. We are thrilled to have you join our practice. Your skills and experience will be a great addition to our team. Welcome aboard! We are excited to have you join us and look forward to working together to provide excellent care.



Pharmacy treatments

The seven types of case that can be seen by pharmacies in the NHS Pharmacy First service

Clinical pathway	Age range
Acute otitis media*	1 - 17 years
Impetigo	1 year+
Infected insect bites	1 year+
Shingles	18 years+
Sinusitis	12 years+
Sore throat	5 years+
Urinary tract infections**	Women 16 - 64 years

*Also known as ear infection **Uncomplicated cases only


When Should You Go to A&E?

Call **999** or go to A&E if you experience:


- Chest pain or difficulty breathing
- Severe bleeding or head injury
- Signs of stroke (FACE, ARMS, SPEECH, TIME)
- Severe allergic reaction or sudden collapse

Avoiding Hospital Admissions

To stay well and out of hospital:  Take medications as prescribed

 Attend regular check-ups (especially for long-term conditions like asthma, diabetes, high blood pressure)

 Use your **NHS App** to manage prescriptions and appointments


 Don't ignore worsening symptoms – **call us early!**



Robyn, our PPG lead invites all the members of the Patient Participation Group regularly to organise this event. The patients who attend share their feedback and reviews, making for a healthy and successful discussion. All suggestions are valued and will be considered for further improvement of our services. Dr. Murugesh and our practice manager provide recent updates on the NHS services and our practice. Please stay tuned for announcement of our next PPG meet date.

To become involved with the PPG or if you have any views you can contact the Chair of the patient participation group or the our practice patient participation group representative by leaving a message with reception.


Need Help or Advice?

 Call us: 0151 226 1976

 Visit:

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

 Use: **111.nhs.uk** or call **NHS 111**
(24/7 non-emergency medical advice)

Together, let's keep our community healthy and reduce unnecessary hospital visits. 

Stay in Touch

- Phone: 0151 226 1976
- Website: [Langbank Medical Centre](#)

We thank you for your continued support and look forward to welcoming you to our newly transformed practice!