



# PATIENT NEWSLETTER

February 2026



Welcome to the first edition of our new Captain French Surgery patient newsletter! We are excited to for an opportunity to connect with patients on a quarterly basis to keep everyone up to date with changes in services, staff and all things CFS!



## STAFF UPDATES

Dr Melissa Lovett will be leaving us in February, we wish her the best of luck for the future as we're sure all the patients who know her will too.

We welcomed Katie Rowe in November. She is our new Advanced Nurse Practitioner who will see minor ailments and complex long term conditions.

## iWantGreatCare

Have you received great care from us? We'd love to hear your feedback. Scan the QR code or visit [www.iwantgreatcare.org/gpsurgeries/captain-french-surgery](http://www.iwantgreatcare.org/gpsurgeries/captain-french-surgery)



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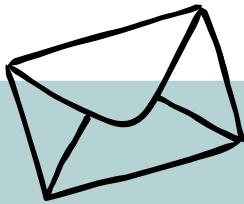


### DATES FOR YOUR DIARY

- **12<sup>th</sup> Feb**- Closed from 1pm for training
- **12th March**- Closed from 1pm for training
- **3rd April**- CLOSED
- **6<sup>th</sup> April**- CLOSED
- **16<sup>th</sup> April**- Closed from 1pm for training



# CAPTAIN FRENCH SURGERY



## HOW TO CONTACT US

We know calling to speak to us can be inconvenient for some patients and we want to ensure you know the different ways to contact us when needed. For non-urgent medical or admin requests, you can contact us via Accurx. There is a link on our website or you can save the link to <https://accurx.nhs.uk/patient-initiated/a82025>.

We accept messages between the hours of 7:30am and 6:30pm Monday to Friday. We will aim to respond within 48 hours. You can avoid the call queue for things such as:

### What would you like help with?

**⚠️** This is for non-urgent queries only. Your message will be read by a member of the team within 2 working days.

If you need more urgent help, call your GP practice. If it's closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#).

#### Available options

**I have a health problem** Available 7:30am to 6:30pm

Contact your GP about new or ongoing symptoms



**I have an admin or routine care request**

Available 7:30am to 6:30pm

Includes fit (sick) notes, repeat prescriptions, reviews, screening and vaccinations



**I want to read online advice**

Read NHS information on conditions, symptoms and treatments



## NHS APP

The NHS app is free to download for patients aged 13 and over registered with a GP practice. It's a safe, secure and easier way to book appointments, order repeat prescriptions, view your medical records and much more. 68% of Captain French patients have already signed up to the app.

You need a valid form of ID to sign up, but if you don't, please get in touch and we can help validate your account for you..

Form available from 7:30am to 6:30pm

### 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](#)



**Order repeat prescriptions**



**View your GP medical record**



**Book/Manage GP & Hospital appointments**



**Receive appointment reminders & messages & contact us**



**Get health advice & contact 111 online**



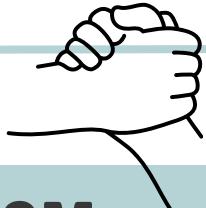
**Access services for someone else- Linked Profile**



Our phone lines remain open for urgent queries, or if you'd just rather talk to us. We also offer a call back feature meaning you don't need to wait on the phone when we are at our busiest.



# CAPTAIN FRENCH SURGERY



## MEET OUR ADVANCED CLINICAL TEAM

We have an extensive team of clinicians to support our GP's and a busy practice. When you contact us for an appointment, our highly trained admin team may direct you to a clinician more suited to help you and this can often not be a GP.

Our main feedback from patients is it can take too long to get an appointment. Did you know the wait for appointments with the advanced clinicians can be much shorter and they can prescribe and refer when needed? They provide routine and urgent on the day appointments too!

### PARAMEDICS

Mike & Fiona work various days of the week. You may also see Mike visiting you at home if urgent care is needed



### ADVANCED NURSE PRACTITIONERS

Alison & Katie are advanced trained nurses who can also offer late evening appointments every Thursday.



### PHYSICIANS ASSISTANT

Louise assists our GP's 3 days a week providing the relief they need to see the patients that need them most

### CONDITIONS THEY CAN HELP WITH



- Chest infections
- Breathlessness
- Coughs, colds & sore throats
- Abdominal pains
- Diarrhoea, vomiting & constipation
- Skin complaints, rashes, moles, lumps
- Chest pain/Palpitations
- UTI's
- Gynaecological issues
- Infections (Ears, skin, nails)
- Joint pain
- Headaches & Dizziness

### MENTAL HEALTH PRACTITIONERS

Cat and Iain, offer dedicated appointments on Thursdays for mental health issues and support. Your GP can refer you for their help if they think its needed.

### CLINICAL PHARMACISTS

Jen and Andrew offer annual medication reviews inc for long term conditions. They can discuss any concerns, side effects and changes in dosing for all kind of different medications.

### FIRST CONTACT PHYSIOTHERAPISTS

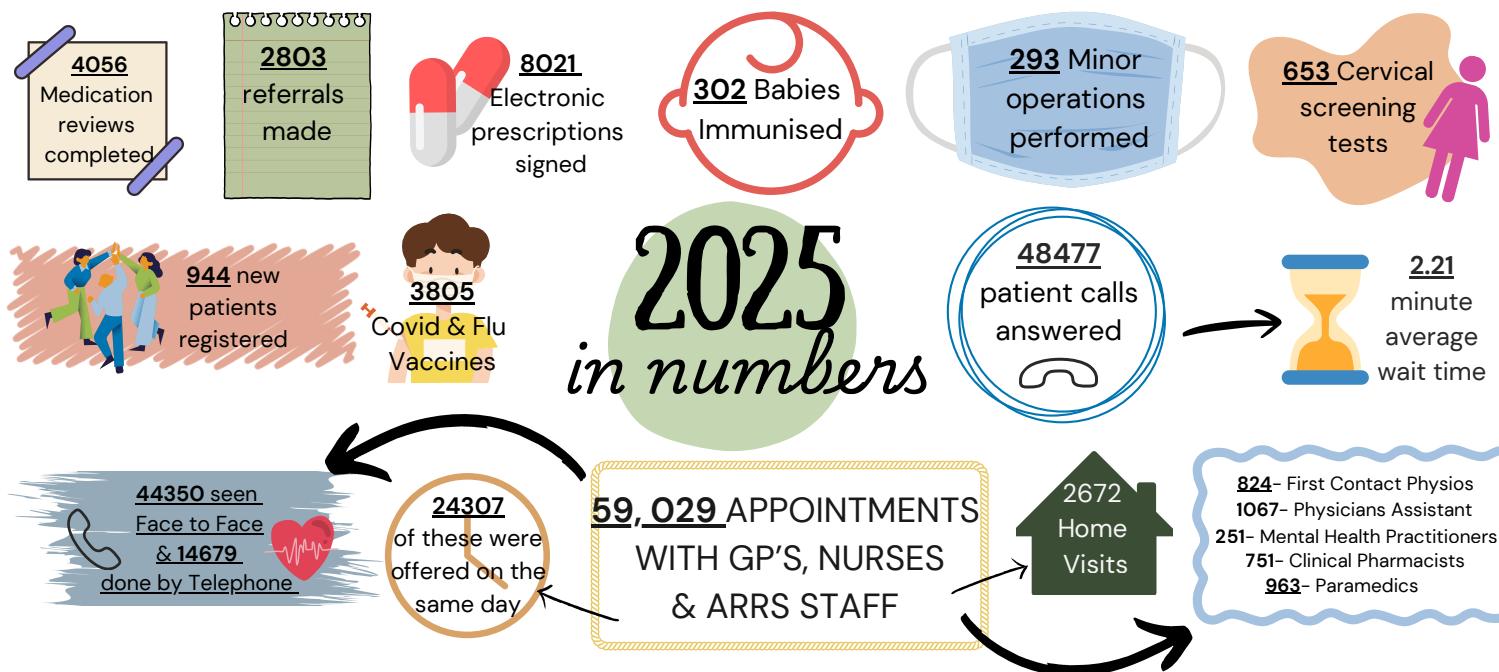
Simon and Kerry offer an initial assessment for bodily pains and injuries. They can refer you for further specialised physiotherapy, investigations, as well as providing you with advice, exercises and medications if required.

# CAPTAIN FRENCH SURGERY

## 2025 APPOINTMENT SUMMARY



2025 was a very busy year for our ever growing (nearing 12,000 patients!) practice. The figures below are created to show only some of the contacts we get and the load of the practice as a whole. We appreciate your patience when waiting for an appointment, or on the phone to speak to us and wish for you to know that we do our best to ensure the service you receive is as you expect. and beyond. Thank you for your support!



## THE COST OF AN APPOINTMENT NOT ATTENDED



In 2025, we had **1700** missed appointments



Over 15 million GP appointments are missed every year in the UK.

Each missed GP appointment costs the NHS on average £30-£40 a person. The total missed in 2025 equates to approximately £51000 of wasted NHS resources.

The wait for an appointment can sometimes be longer than we would like and those not attended is a wasted opportunity for a patient to receive the care they need.

### What can you do to help?

- If you are unable to attend an appointment, please let us know as soon as possible. This helps us keep waiting times down for everyone
- If you cannot attend, you can cancel via the NHS App, by telephone, or in person.
- We also send a text reminder which gives you the option to cancel if needed
- Set reminders on your phone or calendar so you don't forget a planned appointment
- 

**PLEASE SUPPORT US BY CANCELLING ANY UNWANTED APPOINTMENTS**



## CHOOSING THE RIGHT SERVICE

Feeling unwell? Choosing the right service will ensure you get the best advice and treatment as quickly as possible. Our team are trained to direct you to the right service when you contact us, so please know this is because they have the knowledge of who can help you the best.



[www.nhs.uk](http://www.nhs.uk)

Look after yourself.

Ensure you have a well stocked medicine cabinet to treat minor ailments.

Pharmacists are experts in medicines who can help you with minor health concerns.

They can offer clinical advice and over-the-counter medicines.

GP's are available for all health concerns and can refer patients for other medical services when required.

Evening and weekend appointments are available.

[111.nhs.uk](http://111.nhs.uk)

NHS 111 can help if you have an **urgent medical problem** and you're not sure what to do. Dial 111 or visit online.

You can go to an Urgent Care Centre if you need **urgent medical attention**, but it's **not a life threatening situation**, such as a break or strain.

[www.nhs.uk](http://www.nhs.uk)

Find information and support by searching 'Mental Health' on the NHS website.

Helpline: 0800 915 4640  
Crisis line: 0800 953 0110

**HOSPITAL**

**H** →  
A&E OR 999  
EMERGENCIES ONLY

Emergency Departments or A&E are only for genuine life threatening emergencies only.

NHS 111 can help if you need urgent medical help or you're not sure what to do.

Pharmacists can offer advice on a range of illnesses, such as coughs, colds, sore throats, ear infections and aches and pains.

We offer later appointments on Tuesday and Thursday evenings with GP's and our advanced clinical team

Kendal Urgent Treatment Centre is open from 8am to 10pm every day. It's located at WGH in the old A&E

You can also dial NHS 111 and select option 2 for mental health support

### Pharmacy First

Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This scheme is called Pharmacy First.

Conditions they can offer prescription medicine for are:

- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- earache (aged 1 to 17 years)
- sore throat (aged 5 years and over)
- sinusitis (aged 12 years and over)
- urinary tract infections (UTIs) (women aged 16 to 64 years)
- shingles (aged 18 years and over)

### Kendal UTC

Please note that the Kendal Urgent Treatment Centre is not able to treat emergencies including chest pains, severe breathing difficulties, mental health issues or suspected strokes etc.

Patients who experience these conditions need to be treated urgently so should either dial 999 or attend the Emergency Departments at either the Royal Lancaster Infirmary or Furness General Hospital in Barrow.