

Culcheth Life Magazine

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FREE EVERY MONTH

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Fee Fi Fo Fun!

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WA4 1AT*Culcheth Life is published monthly by Orbit News Ltd.**The contents of this magazine are fully protected by copyright and nothing may be reprinted or reproduced without prior permission of the publishers.**The publishers are not liable for any statement made or opinion expressed by third parties in this publication.**Printed by TwentyFourSeven*

Editor's Opinion

I had a very positive meeting with Independent Cllr. Neil Johnson who has kindly agreed to plug some of the funding gap left by Culcheth & Glazebury Parish Council.

Neil has kindly agreed to use his own money to help keep local residents updated with important updates on community matters and ensure local community news stays free for all.

This will be an independent voice from the council who have decided to end their long-standing association with Culcheth Life magazine, advertising their meetings and community news, following a "review" of advertising.

This followed on from a long standing decision not to comment on any issues being raised about



the parish council, including hiring security guards at meetings and refusing members of the public entry to public meetings.

I look forward with interest to see how they communicate with the public moving forward.

Our February edition will see their last paid for page, which has been running for more than 20 years, so maybe an explanation and update will be provided in that?

Meanwhile we will continue to report local news in as balanced way as possible highlighting the work of others in the community as and when they communicate with us.

Neil and I have had a very open and honest conversation about how this will work moving forward and our February issue will include his Independent contribution.

Whatever your politics it is refreshing to see a local Cllr. valuing the local media and the service they provide and using some council allowances to invest back into the community - especially when he is one of the councillors who will not be accepting any increases on his existing allowances during these very testing times on the public purse!

Deadline for the February issue is January 20



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Culcheth Players get ready for some Fee Fi Fo Fun

BUSTER Gut Bucket the Giant has taken the Princess captive in his castle in the clouds.

Will Jack be able to rescue her and win the hand of the girl he loves? Will Butter Milk the beloved cow ever get back home to the dairy?

To find out, join Culcheth Players at Newchurch Parish Hall in Culcheth (next to Sainsbury's) as they tell the story of Jack and the Beanstalk in their annual family pantomime. Ticket prices represent excellent value and are still held

at £7.50 (plus booking fee) when booked online or £8 on the door. So come on down and join in the fun. With a hilarious script written by Alan P Frayn there will be plenty of laughs and audience participation. There'll also be dazzling dancing from Rosemary Powell's School of Dance, toe tapping music, and eye catching costumes. ABC Autism Rocks will be performing and the amazing Culcheth Fairy will

be putting in an appearance. So you won't want to miss it. Tickets are on sale now and going fast. Culcheth Players' pantomimes always sell out so be sure to secure your seat. You can book online at www.ticketsource.co.uk/culchethp or telephone 07943 517710 to reserve a ticket or pay on the door of a performance (cash only). Children under five go free when not occupying a seat and there's access for all with step free level surfaces throughout the venue.

With performances over two weekends there's plenty of opportunity to see the show.

The dates are Saturday 31st January 2026 at 1pm and 6.30pm, Sunday 1st February at 1pm and the same times the following weekend, Saturday 7th February and Sunday 8th February.

Culcheth Players are working hard rehearsing and the dancers are giving up their Saturday mornings to perfect their routines. They can't wait to welcome you.



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HMO plan for village pub shelved

THE owner of the former Grey Horse pub at Glazebury, has shelved plans to convert the upper floor of the premises into a House of Multiple Occupation (HMO) says local Cllr. Neil Johnson.

The village pub was daubed with graffiti on at least two occasions when news of the proposed HMO came out, while work was being carried out on the premises.

As well as shelving plans to convert the upstairs into an HMO, it is also proposed to reopen the ground floor of the premises as a pub/drinking establishment.

Cllr Johnson said: "I am pleased to share an important update with all residents regarding The Grey Horse pub in Glazebury.

"Following my consultation with Council officers, I have now received the following response.

"Officers have been in conversation with the owner of the property regarding the situation on site and their future plans.

"The owners have advised that they have reconsidered their investment in the property and have decided to no longer to proceed with plans to convert the first floor into a HMO. They intend to keep the ground floor as a pub/drinking establishment and no further works are planned at the first floor level.

"As only internal alterations have been carried out to the premises, which would not require planning permission, and there is no unauthorised change of use of the first floor of the premises, there is thankfully no breach of planning control at this particular time. Therefore, no further action is currently required from planning enforcement officers.

"The owner of the property has

been advised that if the situation changes, or they decide to recommence works, then planning permission **WOULD** be required for the change of use to a HMO. They must get back in touch with planning officers before undertaking any further works on site.

Cllr Johnson added: "I am very

pleased by this outcome and I do sincerely believe that the powerful voice of our community has forced the owner to rethink.

"I will keep in touch with planning officers and keep a very close eye on developments at The Grey Horse."



Fond farewell to well known local dentist

WELL known local dentist Joanne Finn, who was passionate about keeping NHS dentistry going in the village since 2004, has retired.

Joanne, who established the practice in 2004, retired from dentistry in September of this year but remains President and Chair of the West Lancs, West Cheshire and North Wales BDA (British Dental Association) branch, and has held a position on Mid-Mersey LDC local

dental committee, a group of NHS dentists working to improve NHS care to patients for many years.

Joanne previously worked at Hob Hey Lane, however when they went private she was determined to honour her commitment to NHS dentistry and established The Village Dental Practice.

With the decline of NHS dentistry and the recent mass exodus of dentists from NHS to

private treatment she stayed firm in her loyalty to provide NHS dental care for all.

The new owner of the practice Nina Thomas said: "Joanne has seen thousands of patients over the years and is a firm favourite with staff and patients alike. She is warm, kind and generous, and loves to chat about her golf achievements whilst restoring patients' smiles!"



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Formation of Residents' Association welcomed by Independent

LOCAL Councillor Neil Johnson has welcomed news that the "Protect Culcheth Village" group, formed in the wake of the proposed closure of the CPS Centre, will become an official Residents' Association for Culcheth and Glazebury.

The news was announced by local resident Gill Stott, who helped launch the local campaign group opposing the development.

Cllr Johnson said: "The news that we will have a formal Residents Association in Culcheth and Glazebury should be welcomed by all Borough and Parish Councillors.

"Giving the group this official structure allows many advantages. The group can act as a 'one stop shop', a central point from which to organise community-based campaigns. This will help us to get the message out in an efficient and coordinated way when (for example) we need our villages

to unite and submit objections to unwanted planning applications. They can also collate issues and concerns which will then be fed back to the Parish Council for action.

"Residents Associations have worked well in other areas. I am certainly looking forward to working with them as the Independent voice of the people here in Culcheth, Glazebury and Croft.

"In the absence of an effective Parish Council, we need the input of community-minded people more than ever. I am particularly delighted that some long-standing residents are choosing to get

involved and help to get the Residents Association off the ground, by taking on roles. This will put paid to any grumbles by out of touch Parish Councillors that the group is only made up of 'keyboard warriors'. Quite the opposite! The Residents Association will include

mainstays of our village.

"I am confident this group will allow us to have a much more joined up approach to local matters. Our response will be community-led and people powered. I hope the other Borough Councillors will choose to work in unity with them."



Winwick Primary children open St Oswald's Place showhomes

To kick start the festive season, Bellway invited pupils from Winwick CE Primary School to officially open its showhomes at St Oswald's Place.

Erin, Georgina, Charlie and Thomas, aged between four and ten, were accompanied to St Oswald's Place by teacher Mrs Caroline Jenkinson, where they cut a red ribbon and declared The Lowther and The Ashburn showhomes open.

The children then enjoyed a VIP tour of the showhomes, hosted by Bellway's sales advisor Danielle Roach, before heading back to school with advent calendars for every class.

Located on Golborne Road in Winwick, St Oswald's Place is a charming development providing a superb collection of two, three and four bedroom homes in an idyllic semi-rural setting.

The showhomes are sensational, dressed and decorated by DUSK.com in an exciting interior design collaboration between the leading

online retailer and award-winning housebuilder.

Offering potential purchasers the opportunity to view themselves at home at St Oswald's Place, The Lowther is a contemporary four bedroom detached property, whilst The Ashburn is great three bedroom detached house with integral garage.

Now open, courtesy of Winwick CE Primary School, which is situated on Myddleton Lane, just a short walk from the development, the showhomes are available to view five days a week.

Laura Duckett, Headteacher at Winwick CE Primary School, says: "The children were thrilled to officially open the showhomes at St Oswald's Place; it was a wonderful for them to have the opportunity to be involved in such an exciting event. Many of the pupils at Winwick CE Primary School have watched the houses being built at the development, so to see the finished product is a great experience."

Grace Yarlett, Sales Director at Bellway, adds: "The showhomes at St Oswald's Place are really special and look incredible due to the Bellway X DUSK.com collaboration, so we wanted to open them in a very memorable way. The children did a wonderful job for us and I am so glad they enjoyed their visit to the development."

There is currently a range of

three and four bedroom homes available at St Oswald's Place, including both semi-detached and detached houses, with prices starting from £250,000 and going up to £514,995.

For further information, please call Bellway on 01925 973 287 or visit www.bellway.co.uk/new-homes/manchester/st-oswalds-place



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Plan to convert part of former CPS Shopping Centre into 14 residential dwellings

CONTROVERSIAL plans to convert part of the former CPS Shopping Centre at Culcheth into 14 residential dwellings have been submitted to Warrington Borough Council planners.

The application by A Faij (Shivat Hamanim Capital Ltd) involves the proposed conversion of part of the first and second floor from office (Class E) to form 14 no. residential dwellings (Class C3) at 7 – 9 Common Lane, Culcheth.

It follows on from a planning application being withdrawn at short notice in August to carry out works on the first floor of the former shopping arcade as the first steps towards converting it into living accommodation.

Previously, more than 20 local traders were evicted from the premises, at short notice on "fire safety" grounds.

The works proposed at the premises at the time included skylights, a bin store and cycling racks.

Villagers who turned out in force to oppose the application are already planning to step up their campaign co-ordinated by the new residents group (see below).

In a covering letter, the

applicants state that there are 132 parking spaces on the site, with the maximum parking demand on the site for the existing commercial uses being 102 spaces thus leaving 30 parking spaces spare.

It is proposed that 19 parking spaces will be allocated to the residential conversion in this application.

It is also proposed that space for 14 cycle spaces, as well as refuse storage, will be provided.

A Light Assessment has been included with this application, which concludes that "The results show that all of the proposed rooms achieve SDA values at above the BRE guidelines. The proposed accommodation is considered to perform positively for a project based in an urban location. This is particularly so because the higher 200 lux target has been used for living/dining rooms, which only need to meet the 150 lux target."

In a message to local residents, Gill Stott, who helped launch the

local campaign group opposing the development, said: "For years, the CPS Centre and its shops and businesses were central to our village and used not only by local people but by visitors too.

"Since taking ownership of the building, it has been allowed to fall into a state of disrepair, and I believe all by design.

"Do you really think that we can

trust these people to do the best thing for our village or the best thing for themselves and their investors? I know what I think and that's why I want to try and stop this planning application and restore our village centre for future generations.

The application is listed as pending consideration as a delegated decision by borough council planners.



Introducing the new Residents Association for Culcheth and Glazebury

A new chapter is beginning for Culcheth & Glazebury as residents come together to launch a revitalised, community focused Residents Association designed to give local people a stronger voice and a clearer way to shape the future of the villages.

The new Association has been formed by a group of volunteers who share a simple aim: to protect what makes Culcheth & Glazebury special while helping the area thrive. With more than 10,000 residents, the villages are growing, changing, and facing increasing pressures—from planning applications and village centre development to environmental concerns, transport issues, and the need for better communication between residents and decision makers.

The Association hopes to bring people together across all parts of the community. Its priorities include improving village tidiness and green spaces, strengthening

relationships with local businesses, supporting community events, and ensuring residents are informed and empowered when it comes to local planning and policy.

Membership is open to everyone who lives or works in Culcheth or Glazebury, and the group is keen to hear from people who want to get involved—whether that's attending meetings, sharing ideas, volunteering time, or simply staying informed.

A spokesperson for the Association said: "Culcheth and Glazebury are fantastic places to live. We want to make sure residents feel connected, represented, and able to influence the decisions that affect our villages. This is about community, collaboration, and pride in where we live."

The Association will soon be launching a website and further social media channels, along with regular updates, public meetings, and opportunities for residents to

contribute.

For now, the message is simple: this is your community, and your voice matters. The new Residents Association is here to help it be

heard.

Email: protectculchethvillage@proton.me or follow on Facebook "Culcheth & Glazebury Residents Association.



Charlotte Nichols MP Warrington North

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Christmas at Bents judged best in the UK



Christmas is a time for celebration and Bents Garden & Home has a lot to celebrate, having taken first place in the Garden Centre Association's national Christmas competition, beating off strong competition from other centres within the region and throughout the UK.

The coveted title in the Best Destination Garden Centre category was presented to Bents following an extensive judging process which saw centres from throughout the UK hosting spot visits by the GCA to determine regional winners as well as the overall national titles.

Centres are judged on a wide range of categories including creativity, ambiance, product range, customer service and the excitement generated by the way Christmas products are displayed.

Matthew Bent, Managing Director at Bents Garden & Home said: "What a fantastic achievement and a huge credit to all of our colleagues who work extremely hard throughout the year



to deliver a magical experience.

"Everything, throughout the whole Centre and in all our displays has been designed, created, fashioned, built, painted by our own in-house team of experts both on the shop floor and behind the scenes and we would like to say a big thank you to each and every one of them for their continued commitment to creating our spectacular displays."

The 2025 national title is yet another cause for celebration at the family owned and run business as it comes following the successful launch of its first ever light trail. Alice's Winter Light Adventure takes visitors on a magical journey in Bents' Hidden Garden, with theatrical sets, light projections and enchanting sounds all of which depict the twists and turns of this magical story and is proving hugely popular with customers.

Inspector, Peter Walker, who judged the Christmas competition said: "There were beautifully themed departments, exquisitely dressed trees, inspired use of height, light and theatre. Festive touches reached every corner – from plants and gifts to food halls and clothing – with many centres excelling in cross-merchandising, sustainable messaging and that all-important 'stock to show and stock to go' execution.

"It was wonderful to see the industry bursting with innovation and festive passion – delivering joyful and immersive experiences that inspire customers and set a dazzling benchmark for Christmas retail."

And to top off the celebrations Bents is proud to have recorded a score of 92% of colleagues who 'love working at Bents' following a recent colleague survey. Says Matthew: "This is an incredible score, especially considering it was carried out at such a busy time of year. We really do have the best family of colleagues and this feedback reflects our continued focus to create exceptional experiences, not only for our customers but also for everyone who works with us here at Bents."

The Gardening Guide



Pots and greenhouses can be cleaned thoroughly so they are ready for the new season.

*Simon Bax,
Plant Area Specialist*

- Hang up bird feeders if you haven't done already, look out for cat and squirrel resistant designs
- Recycle your Christmas tree. Shred it and use it as mulch – especially round acid loving plants
- Don't leave houseplants on windowsills behind curtains on cold nights as temperatures can drop suddenly
- Now is a good time to sharpen, clean and oil tools ready for the new season and check whether any of them need replacing



Discover great garden and lifestyle tips from the Bents team. Visit our Bents Experts Instagram page or scan the QR code to find out more.

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Major investment to expand local SEND provision

A major investment to expand SEND provision in Warrington, including £675,000 for Birchwood High School, has been approved by Warrington Borough Council's cabinet.

The significant package of capital investment aims to expand and improve school facilities across the borough, supporting children with Special Educational Needs and Disabilities (SEND). The investment also aims to tackle children being sent out of the borough for SEND placements at high costs.

At its meeting on Monday, 8 December, the cabinet agreed to increase investment to £675,000 for a new designated provision at Birchwood High School. This facility will create 24 specialist places for students with Social, Emotional, and Mental Health (SEMH) needs – the first secondary provision of its kind in Warrington.

This investment forms part of the council's wider strategy to meet rising demand for Education, Health and Care Plans (EHCPs). By enhancing local provision, the council aims to ensure children can access high-quality education within their own community, reducing the need for long journeys to out-of-area placements.

Cllr Matt Smith, Cabinet Member for Children's, Families and Education, said: "This is a vital investment in our children's futures. We are seeing a significant rise in demand for specialist support, and it is our absolute priority to ensure that Warrington children can access high-quality education

in settings that meet their specific needs.

"I am particularly pleased that we are moving forward with the new provision at Birchwood High School. Creating 24 new places for students with social, emotional, and mental health needs within a mainstream secondary setting will be transformative for those young people, allowing them to learn alongside their peers and stay connected to their local community."

The cabinet report highlighted ten active schemes designed to increase capacity and improve accessibility in schools. In addition to Birchwood High, investments include:

- Green Lane Special School – Reconfiguring the main building to create additional classrooms,

break-out spaces, and installing a new lift to increase capacity.

- Gorse Covert Primary School – Creating a new designated provision classroom with a sensory space and outdoor learning area.
- Meadowside Primary School – Refurbishing classrooms to include regulation spaces.
- Padgate High School – Improving accessibility with new toilet and shower facilities and creating an additional classroom.
- Statham and Saint Vincent's Primary Schools – Adaptations to create new designated provision classes.

The new provision at Birchwood High School is expected to open in 2026, with construction works scheduled to commence in the spring term.



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Birchwood Park celebrates North West's role supporting UK's first small modular nuclear reactors

Birchwood Park has welcomed the UK government's decision to pioneer small modular reactors, which will significantly boost the North West's nuclear industry.

The government announced that the reactors, which will be located in Wylfa, Anglesey, are to be constructed by Rolls-Royce SMR who are based at Birchwood Park.

The reactors are expected to deliver power for the equivalent of around 3 million homes as part of the government's clean energy superpower mission.

Commenting on the news, Martin O'Rourke, Commercial Director at Birchwood Park, said: "This announcement from the government will have a significant, positive impact for the North West's economy as we play our part in the UK's clean energy strategy.

"Our region is home to the UK's leading nuclear engineering, innovation, and testing facilities, as well as the country's largest

concentration of nuclear jobs – with over 6,000 nuclear specialists and 30+ organisations located on the Park alone.

"The economic potential of the North Wales site expands well beyond its borders – helping to unlock exponential growth for the North West, which will only accelerate as the role of nuclear expands. At Birchwood, we will ensure we are ready to work with our occupiers to harness this potential."

Birchwood Park forms a key site in the Cheshire Science Corridor and is one of the UK's largest hubs for the nuclear services industry. The site contains over 500,000 sq. ft of development land with outlined planning consent.

It is home to the Northern Nuclear

Alliance (NNA), which also has welcomed the UK government's decision to pioneer small modular nuclear reactors.

NNA Chair, Rachel O'Donnell commented: "The announcement signals a bold step from Government in revitalising Britain's nuclear industry, recognising the indispensable role nuclear will play in our energy strategy.

"The NNA and our 60-plus member organisations across the North West are ready to support the small modular reactor rollout, by bringing our world-class supply chain, manufacturing heritage and

operational expertise. Together we will ensure the UK not only meets domestic energy needs, but competes globally in nuclear innovation, job creation and industrial growth.

"We look forward to working with government, the selected small modular reactor technology providers and supply-chain stakeholders across the UK to maximise regional benefit, and to realise a sustainable, high-skills future for the North West."

To learn more about Birchwood Park, visit: www.birchwoodpark.co.uk



Sophie's focus on firefighting career

A FORMER Culcheth High School pupil whose goal is to become a firefighter has reflected on her experiences so far.

Priestley College student Sophie Tanner, who achieved three Distinction* s in Protective Services at college, is now at University of Lancashire studying BSc Fire and Leadership studies.

"The support and belief all the Protective Services staff at Priestley had in me to go to university was amazing, especially at a time when I wasn't keen on the idea," she said.

"Without their motivation and confidence, I wouldn't be where I am now, with the incredible experiences I've had, which will be so good for me in the future."

Sophie is now in her third year at university and has enjoyed many experiences so far, none more memorable than a trip to Zimbabwe with Operation Florian.

The charity sends firefighters from all over the UK to train peers

in low-income countries and to deliver more modern equipment. It was an achievement just to make it onto the trip as only six places were available.

"Being in Zimbabwe and seeing how little training and equipment they have, but how they still put themselves in dangerous situations, made me realise how much further along we are in the UK and what needs to change," she said.

As well as visiting fire stations she was involved in training the hosts in various skills and safety techniques.

The team went into a school to teach children about fire safety and also had time to take a safari and visit Victoria Falls, one of the seven natural wonders of the world.

"It improved my confidence astronomically as I put myself out there and made connections with people from fire services all over the UK. If this had happened a few years ago I would never have taken the chance to do so," she said.



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Medical Centre provides detailed response following concerns over delays for GP appointments

THE partners at Culcheth Medical Centre have provided a detailed response to residents' concerns raised by local Cllr Neil Johnson over delays for GP appointments.

The Independent Councillor is now seeking the views and feedback of local residents who are users of Culcheth Medical Centre.

Cllr Johnson says that, over the past few weeks, he has received a number of reports regarding patients unable to easily obtain GP appointments, or who have faced delays, or found themselves frustrated at having to navigate the new booking system.

In order to build a better picture of his residents' experience, Cllr Johnson is inviting feedback – both positive and negative – which will inform his next campaign.

Cllr. Johnson said: "We all value our NHS and the service it provides, but we must not be afraid to call out problems if they exist and strive to tackle them.

"Our system is not flawless. I have been concerned to hear from many local residents over the past few weeks who have told me about the difficulties they have faced getting a GP appointment at Culcheth Medical Centre.

"It seems that residents have faced numerous delays, had to navigate a challenging booking system, and (in some cases) have felt that they have been "palmed off" with an advanced practitioner or a nurse, when they have specifically requested to see a doctor.

"Labour promised when they came into Government that they would streamline the system and make it easier for people to see a GP. That does not seem to be the reality for people in Culcheth, Glazebury and Croft.

"I am especially concerned for those residents who have faced long delays, especially now we are in the winter months.

"I am asking for any residents who have had experience of Culcheth Medical Centre to provide me with their confidential feedback, good or bad. I want to build a picture of the kind of service our community is receiving. I will then take these concerns forward and press for improvements."

Residents who wish to pass any feedback on to Councillor Johnson can do so via his Facebook page (Cllr Neil Johnson – Independent Councillor, Culcheth, Glazebury and Croft) or via email to CllrNeil.Johnson@warrington.gov.uk. All information provided will be treated in the strictest confidence.

After being contacted by Culcheth Life GP partners Dr. Animesh Sinha and Dr. James Macbeth provided a detailed response stating:

"We would like to thank you Gary for the opportunity to respond to the concern raised by Councillor Johnson. We have not received any direct communication from the Councillor regarding the issues raised.

"As a local NHS service, we expect that any individual or representative with genuine concerns about patient care would contact us directly so that we can address matters constructively and collaboratively.

"Thank you for allowing us the opportunity to share further detail about the services we provide at Culcheth Medical Centre.

"We are extremely proud of the high-quality care delivered by our excellent clinical team, which includes five GPs and four Advanced Nurse Practitioners (ANPs) – one of whom is a Paediatric Advanced Nurse Prescriber – as well as our Practice Pharmacist and dedicated Nursing team. Every clinical room in the practice is fully utilised to support patient care.

Patient Access and SystmConnect

Ensuring patients can choose how they contact us remains a core priority. We offer:

In-person booking at reception

Telephone access with an emergency bypass line from 8.00–8.30am, followed by our main lines operating 8.30am–6.30pm, Monday to Friday

Online access via SystmConnect from 8.00am–6.30pm

SystmConnect does not require patient registration and is significantly simpler and more accessible than the previous Anima system. Over the past two months, more than 800 patients were contacted and offered an appointment within one hour of submitting their request.

We also provide a same-day on-call GP for urgent matters when other clinicians are fully booked.

Patient Access Data & Performance

To support transparency, we closely monitor key access indicators each month.

Inbound Call Data

September:

Total inbound calls: 5,075
Average waiting time: 4 minutes 17 seconds
Callbacks requested: 308
Successful callbacks: 298

October:

Total inbound calls: 5,360
Average waiting time: 3 minutes 50 seconds
Callbacks requested: 331
Successful callbacks: 318

November:

Total inbound calls: 4,692
Average waiting time: 4 minutes 14 seconds
Callbacks requested: 286
Successful callbacks: 273

When patients do not answer their phones during call-backs, we always leave a voicemail message or send an Accurx text to confirm we have attempted to contact them.

Appointment Activity

Between September and November, our clinicians provided: 4,264 appointments in September
4,788 appointments in October
4,038 appointments in November

This equates to 13,090 appointments delivered in just three months, not including additional appointments provided by Primary Care Network (PCN) hub staff. During the same period, our

clinicians also carried out 182 home visits, ensuring care remains accessible to patients who are housebound or too unwell to travel.

Did Not Attend (DNA) Impact

We continue to work hard to minimise missed appointments, which significantly reduce availability for other patients.

September:

DNAs: 140
Clinical time lost: 2,195 minutes

October:

DNAs: 192
Clinical time lost: 2,509 minutes

November:

DNAs: 134
Clinical time lost: 2,195 minutes

Even with reminder messages, DNA rates remain higher than we would like. Our team contacts patients who repeatedly miss appointments to support them in cancelling in advance wherever possible.

Telephone Access, Care Navigation & Administrative Support

Our administrative team consists of 17 highly trained staff, including three secretaries. All receptionists are trained Care Navigators, skilled in gathering the right information to direct patients safely and effectively to the most suitable clinician.

Our callback system allows patients to hold their place in the queue without waiting on the line, and patients calling to cancel appointments are automatically brought to the front of the queue so we can quickly reallocate appointments.

Recognition of Our Reception Team

We would like to acknowledge the hard work and dedication of our reception team, who are at the frontline of patient care every day. They manage increasing demand and a wide range of queries, often under challenging circumstances, and sometimes face verbal abuse or aggression. Their professionalism and resilience are vital to providing safe, timely and effective care.

Understanding ANP Roles and Safe Clinical Allocation

Our Advanced Nurse Practitioners are highly trained clinicians who can assess, diagnose, treat and prescribe for a wide range of conditions. They support rapid access to care and help ensure GP appointments remain available for patients with complex needs. Our Care Navigators ensure patients are directed to the most appropriate clinician first time.

Training Practice – Additional Appointment Capacity

As a GP training practice, we support the development of future GPs. Our trainees work closely under GP supervision, increasing our appointment capacity for patients.

Our Patient Population and Future Planning

We currently care for over 12,500 patients across Culcheth, Croft, Glazebury, Rixton, Leigh, Farnhead, Birchwood and Padgate.

We are working closely with the ICB regarding proposed housing



developments that may increase demand. Our GP partners are progressing plans to increase the floor space in the surgery.

Extended Access and PCN Appointment Capacity

To enhance accessibility, we provide:

Extended opening every Tuesday until 9pm.

Early opening every Friday from 7am with a GP, Nurse, ANP and Phlebotomist on site.

Weekend appointments at the PCN hub every weekend.

A monthly Saturday clinic at Culcheth.

Appointments are delivered by a multidisciplinary team including GPs, ANPs, Nurses, Pharmacists, First Contact Practitioners and a home-visiting paramedic.

Phlebotomy Services

We fully fund our on-site phlebotomy service, which many practices no longer offer. We feel strongly that keeping blood tests local is especially important for elderly and vulnerable patients.

Patient Feedback and Engagement

We value patient feedback and regularly collect Friends and Family Test responses. These are reviewed monthly and discussed with both staff and our Patient Participation Group (PPG). The PPG acts as a "critical friend," providing constructive support to help shape and improve the care we deliver.

Our Commitment to Being Approachable and Supportive

We would also like to emphasise that we are always approachable, and we actively encourage any patient who is experiencing difficulties obtaining an appointment, or who has specific communication or access needs, to contact us directly. Our team will always take the time to listen, understand the issue, and work with the patient to find a suitable solution. Ensuring equitable access for all patients is extremely important to us, and we are committed to providing additional support wherever it is needed.

We hope this information reassures our patients of our ongoing commitment to accessible, high-quality, patient-centred care.

Dr Animesh Sinha & Dr James Macbeth – GP Partners at Culcheth Medical Centre

Exciting period of growth at Warrington Youth Zone Culcheth satellite club

THERE has been an exciting period of growth and progress for Culcheth & Glazebury Parish Council's satellite youth club run in partnership with Warrington Youth Zone.

There has been an increase in engagements following drop-in sessions at Culcheth High School, the engagements reflect the positive atmosphere and broad range of activities and opportunities the club continue to offer.

A major highlight has been a move to The Daten, providing improved facilities and a generous outdoor space that better supports the needs and interests of the growing number of young people attending sessions.

The expanded environment has allowed the delivery of an even wider variety of activities to young people, including football, tag rugby, creative arts and crafts and baking.

Many of which proved popular in the lead up to the festive season. The energy, enthusiasm, and participation from the young people has been fantastic.

Junior club

For the junior club in November, they had a total of 39 engagements.

Young people have enjoyed football, hockey, and tag rugby this month, utilising the new outdoor facilities. Young people on juniors enjoy team sports and find them enjoyable and motivating, which gives them a sense of belonging and excitement. Young people work well in teams and support each other, strengthening communication and friendships in the sessions.

For arts and crafts young people engaged with glitter art, ready for the festive season which they took home with them for their parents and carers.

They also did a leaf activity which allowed young people to collect leaves from outside and create a leaf hedgehog image which young people enjoyed, and this gave them an opportunity to explore the outside area at the new location.

Young people also designed Christmas cards and wrote letters to Santa which they were excited about and this sparked conversations of Christmas family traditions and what they would like for Christmas this year.

Young people at junior sessions continued to enjoy making sweet treats such as decorating Christmas cookies, cakes, and buffet style foods. Baking and cooking activities are positive for young people to learn about food and speak about their eating habits at home while learning kitchen skills which can be used in the future.

Senior club

For the senior club in November, they had a total of 103 engagements.

They attended Culcheth High school to do a drop in lunchtime session, providing an opportunity to speak to young people about their satellite club and this has

massively increased the amount of engagements they have had throughout the month while continuing to work alongside the outreach team to reduce ASB and engage young people in activities.

Young people and seniors have enjoyed team challenges such as guess the object and the sweet quiz challenge. This has allowed young people to get to know each other and build a sense of community during our sessions.

Seniors have enjoyed a safe space where they can chill and listen to music, and organisers have engaged in conversations with young people about family dynamics, economics, sexual health, and educational plans.

This has allowed informal educational session with the young people.

Young people

have engaged in a DJ workshop allowing them to learn a new skill which a few young people said they would like to build on in future sessions.

Outside, young people have played five a side football games promoting teamwork, communication, and leadership.

They have also had a group of young males attending each week to play a football tournament.

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