



Newsletter Autumn 2019

Surgery Update

Leighton Road Surgery has been through a difficult period of change, which has brought about new ways of working. Staff continue to work hard and are committed to supporting patients to get the right care and support when they need it. However, the Surgery has now been put in special measures by the CQC. More needs to be done to improve services for patients and more robust systems and processes will really help this. An action plan has been developed with NHS England to help the surgery be more creative and think more innovatively about how to provide services both now and in the future.

Some of these actions have already been put in place, these include:

- The appointment of a new deputy practice manager from 19th August.
- The commission of 8 GP locums on longer contracts of either 6 or 12 months.

These appointments will bring stability to the GP workforce and will increase appointments to 1000 a week as well as bringing additional management support to the administration staff.

In addition, the practice has been in discussions with East London NHS Foundation Trust (ELFT) to consider a long-term solution for the practice. These discussions are at an early stage and the partnership will evolve over the coming months.

Patient Satisfaction Survey

The Surgery has created a short survey about your experience in the Surgery. We would be grateful if you could take the time to fill it out.

Please click on the following link to complete the survey.

<https://www.surveymonkey.co.uk/r/BFD3XWT>

Your feedback is very important to the Surgery!

Young People in Bedfordshire, Luton and Milton Keynes to Benefit from Free Mental Health Support

XenZone, online mental health pioneer, has been commissioned to offer its free and anonymous online counselling and emotional wellbeing support service to every child or young person in the area... [click here to view the media release](#). The service is called [Kooth](#).

[Kooth.com](#) is a website children and young people can use to get advice, support and guidance for any problem, no matter how big or small. They can chat online to professional counsellors, read articles written by young people, join forums to receive peer-to-peer support, access self-help materials and keep a daily journal. Regular forums cover topics ranging from exam stress and anxiety to eating disorders and grief. If a child or young person needs a bit of extra support, are worrying about their future or experiencing difficulties at school or at home they can connect to this new anonymous and free service which is available every day via their laptop, tablet or smartphone at www.kooth.com

Flu Jabs

The surgery is still awaiting the arrival of flu vaccines to allow the clinic appointments to be arranged. Notification of clinics will be via the LRS website, in the surgeries and via text message.

Leighton Buzzard Voluntary Patient Transport (LBVPT)

LBVPT urgently needs more Call Handlers and Drivers. Please contact LBVPT at lbvpt@outlook.com or by calling 07873 497633 if you are able to help. LBVPT is a valuable service for older people who cannot get to hospital by any other means.

St Johns Ambulance

First aid advice at your fingertips

Even basic first aid knowledge can be the difference between a life lost and a life saved. The St Johns free first aid app puts potentially lifesaving advice at your fingertips.

The App is available for Android™, BlackBerry® and iPhone® mobile device users, the first aid advice app provides easy to follow advice on a range of first aid scenarios, including CPR, diabetic emergencies, choking and allergic reactions.

Fire Safety and Wellness

Beds Fire and Rescue Service in our local fire station is offering to go to patients' homes over aged 65 for a free safety and wellness visit.

This will cover advice on:

Fire safety, crime prevention, smoke alarms, health and wellness assessment and they will refer on to other community services if required.

Forms to request a visit are available at both Reception Desks

Sepsis

Sepsis (also known as blood poisoning) is the immune system's overreaction to an infection or injury. Normally our immune system fights infection – but sometimes, for reasons we don't yet understand, it attacks our body's own organs and tissues. If not treated immediately, sepsis can result in organ failure and death. Yet with early diagnosis, it can be treated with antibiotics

Sepsis can initially look like flu, gastroenteritis or a chest infection. There is no one sign, and symptoms present differently between adults and children.

How to spot sepsis in adults

Seek medical help urgently if you (or another adult) develop any of these signs:

- Slurred speech or confusion
- Extreme shivering or muscle pain
- Passing no urine (in a day)
- Severe breathlessness
- It feels like you're going to die
- Skin mottled or discoloured

How to spot sepsis in children

If your child is unwell with either a fever or very low temperature (or has had a fever in the last 24 hours), call 999 and just ask: could it be sepsis?

A child may have sepsis if he or she:

- Is breathing very fast
- Has a 'fit' or convulsion
- Looks mottled, bluish, or pale
- Has a rash that does not fade when you press it
- Is very lethargic or difficult to wake
- Feels abnormally cold to touch

A child under 5 may have sepsis if he or she:

- Is not feeding
- Is vomiting repeatedly
- Has not passed urine for 12 hours

An Introduction to The Surgery Website

On 16th August the PPG held an open day to demonstrate to patients the benefit of using the surgery website. To help patients access the website the practice has purchased a number of iPads and these were also demonstrated. The aim was to increase awareness of how useful the website is for ordering repeat prescriptions, making and cancelling appointments, requesting test results and arranging routine medical reviews.

The PPG would like to thank all those who attended and encourages patients to register for the online services by contacting surgery reception staff.

NHS Live Well

A healthy lifestyle will make your heart healthier. A full list can be found by clicking on the following link.

<https://www.nhs.uk/live-well/healthy-body/>

Getting – and staying – active can reduce your risk of developing heart disease. It can also be a great mood booster and stress buster.

Do 150 minutes of [moderate-intensity aerobic activity](#) every week. One way to achieve this target is by doing 30 minutes of activity on 5 days a week. Fit it in where you can, such as by cycling to work.

Feedback on the Newsletter

We would like to hear your feedback on the newsletter. Do you find it useful or informative? Is there something you would like us to cover in future? If so,

Email us with your comments or a request to receive the Newsletter by Email to lrspatientrep@nhs.net or leave a note for the PPG at reception.