



PPG Newsletter

Autumn 2021

Abuse of Staff

Sadly, there are continuing reports of personal abuse being levelled at both individual staff and practice teams which, when they continue to do their utmost to provide as near a normal service as possible after such a prolonged period, is very unhelpful and cannot be tolerated.

Annual NHS GP Patient Survey

The National GP Patient Survey assesses patients' experience of healthcare services provided by all GP practices, including experience of access, making appointments and the quality of care received from healthcare professionals.

The latest survey shows that the Surgery has improved in all areas of patient satisfaction.

Overall experience of the Surgery has increased by 32 per cent to 77 per cent, compared to last year.

Highlights include:

92 per cent of patients said the receptionists were helpful, compared to 71 per cent in 2020.

64 per cent of patients said it was easy to get through to their GP practice on the phone, compared to 41 per cent in 2020.

64 per cent of patients described their experience of making an appointment as good compared to 30 per cent in 2020.

92% of patients were involved as much as they wanted to be in decisions about their care and

treatment during their last general practice appointment, compared to 81 per cent in 2020.

The full report can be viewed by clicking on the following link <https://gp-patient.co.uk/PatientExperiences?practicecode=E81044>

The GP Patient Survey is only a snapshot of views from a limited number of people. Please email the PPG at lrspatientrep@nhs.net if you have any comments to make on your experience with the services provided by the Surgery and or what services you would like to have in the town and surrounding areas at this time.

COVID-19 (Coronavirus)

The last few months have seen a huge upheaval and disruption to everyday life due to COVID 19.

The virus has not gone away, and great strides have been made to vaccinate the population. However, the virus is still very much in the community. This means that the PPG has decided to delay the Health Fair and Drop In Coffee Mornings. Please keep your family safe.

Health HUB

There has been lots of talk about a future Health Hub in Leighton Buzzard. Please let us know what additional services that you would like to see in the Town not currently provided by Leighton Road Surgery by clicking on following link lrspatientrep@nhs.net.

Blood Bottles

Due to the national shortage of blood bottles the Surgery is, with immediate effect, unable to

provide routine bloods until further notice. The Surgery is, however, able to offer urgent bloods directed by the clinician and which would be marked in your clinical notes.



Once again **Healthwatch Central Bedfordshire** are delighted to be celebrating UK Older People's Day which falls on the 1st of October by holding our annual '**Festival for Older People**'. This year the focus for the day is to celebrate older people and the contribution they make to society.

The theme of this year's event is '**Digital Equity For All Ages**'.

Friday 1st October 2021 from 10:00 am to 2:30 pm
at The Rufus Centre, Steppingley Road, Flitwick, MK45 1AH

Entry, entertainment, lunch, tea and coffee are all free!
Free parking is available

We are inviting many statutory and voluntary organisations and local groups who offer advice and information about local services for older people, such as social care, health, housing, leisure activities, holistic services and much more, to take a stand and exhibit at the event. We will also be featuring a wellbeing room, entertainment throughout the day and the vintage songbird 'May Blossom' will be returning, along with other exciting activities.

COVID Safety – free hand sanitiser and masks will be available, and we recommend that visitors have received both vaccinations and do not have any COVID symptoms prior to entry.

If you need any further information, please do not hesitate to contact Healthwatch Central Bedfordshire direct at the above email address or by phone on 0300 303 8554. Please feel free to forward this email and poster to family, friends, neighbours, and work colleagues who you feel may be interested attending the event.



FLU CLINICS

Notification of clinics will be via the LRS website, in the surgeries and via text message.

Seasonal flu is a highly infectious illness caused by a flu virus. It is very important to have a flu jab, more so this winter to reduce impact on NHS services.

LRS offer 'at risk' groups the flu vaccine at a certain time each year to protect you against the flu virus. The Surgery orders enough vaccines to cover all eligible patients. Please do not use the pharmacies in the Town for your flu jab as the Surgery is left with unused vaccine if you do.

You are entitled to a flu jab if you are:

- 65 years of age and above
- Pregnant.
- Have at risk conditions such as asthma and diabetes

ALL healthy children who are aged 2, 3 and 4 years old are invited to receive a flu vaccine this year. This is in the form of a nasal spray.

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.