



PPG Newsletter

Autumn 2022

Working Together in Leighton Buzzard

“Working Together Leighton Buzzard” is a collaboration of services who have joined together to improve outcomes for the local population. The multi – disciplinary team comprises of clinical representatives from East London Foundation Trust, the provider of Mental and Physical Health Community Services, Central Bedfordshire Council, Bedfordshire Hospitals Foundation Trust, Bedfordshire Rural Communities, members of the Primary Care Network and Matrons from each of the three GP practices.

How the model works:

The model operates a hub and spoke approach whereby people referred into a virtual Multi-Disciplinary Team (MDT), have their case reviewed, assigning them to the most appropriate professional depending on their needs. The professional will make contact with the individual and conduct an assessment of their needs offering support or signposting them onto other services who would be able to assist.

Criteria

The service is open to all adults and carers over the age of 18, who require support from health and social care professionals to manage a physical or mental health condition. The aim of the team is to support residents to maintain their independence and live healthier lives for longer.

How to Refer

- Members of the public can email a query to the inbox WT.LB@nhs.net and a member of the MDT team will get back in touch to understand the issues that need support and benefit from an MDT discussion.
- The Team meets daily Monday to Friday

The key to this multi - disciplinary approach is the communication amongst professionals, ensuring a response to the referral is appropriate and effective. Co-ordination of care means the right professional takes ownership of the individual's

case. Onward referrals to specialist services are made but oversight and co-ordination remains with the WTLB team. This co-ordinated service ensures the person is kept at the centre of the discussion and updated with the actions being taken to support.

Feedback to date from staff and residents alike is positive. A co-production workshop with the residents of Leighton Buzzard took place last November and work continues to engage with the residents listening to their thoughts and ideas of how the team can support further. Another workshop will take place this November details to follow.

This type of approach is to be rolled out across Central Bedfordshire imminently.

New Surgery Phone System

LRS has successfully installed a new telephone system 'Surgery Connect'. The following link gives an overview of the options you hear when you call the Surgery.

[Leighton Road Surgery Upgraded the New Telephone System video on YouTube >>](#)

Video Subtitle Translations

Please note that patients can select the preferred language if they need subtitle translations directly from YouTube. To do that:

1. Open the link to the video on YouTube
2. Click on the icon settings, which is visible on the right bottom bar of the video ⚙
3. Click on Subtitles/CC
4. Tick Auto-translate
5. Patient can then select the language they need

The rationale for the new telephone system being installed has predominantly been due to

the concerns raised by patients on the previous telephone system. The new system has additional benefits and changes from the previous one, for example options and services available, time when to call specific departments and a call back facility. If you press for Callback the system will hold your place in the queue and call you on the number you have used to call you back when you get to number 1 in the queue.

When you call the Surgery for an appointment, the receptionists will ask for a brief description of your health needs. This conversation is treated as confidential and will only be shared with appropriate health professionals. This is so they can help you choose the best appointment type to suit your needs.

The options available when you call the Surgery are:

Option 1

Appointments

Option 2

Test Results 10:00 to 16:00
All test results

Option 3

Sick Notes 10:00 to 16:00
Additional sick note, not the first one

Option 4

Prescriptions 10:00 to 16:00
Repeat prescription queries

Option 5

Secretaries 10:00 to 16:00
Referral queries

Option 6

Patient Liaison 10:00 to 16:00
Questions, queries, concerns

Option 7

Non-NHS & Medical Insurance Queries
HGV, Shotgun, etc. licences and Medical Insurance

Option 8

Medical Records Enquiries
All queries regarding your registration with the Practice

Option 0

To hear the options again

Flu and Covid Jabs

Seasonal flu is a highly infectious illness caused by a flu virus. The Surgery is contacting patients via letter and text message for both



Flu and Covid jabs.

It is especially important to have the jabs, more so this winter to reduce impact on NHS services.

Shingles Jabs

The Surgery will contact eligible patients to arrange a Shingles jab in January.

Further information can be found by clicking the following link.

<https://www.nhs.uk/conditions/vaccinations/shingles-vaccination/>

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.