



## LRS Patient Participation Group

## Autumn Newsletter 2023



### PPG Membership

The PPG consists of about a dozen or so registered patients who meet approximately every 6 weeks, with at least one representative of Leighton Road Surgery(LRS). We currently meet online on a Tuesday afternoon, using 'Microsoft Teams'

We act as a critical friend of LRS. We form a link between the patients and LRS with a view to making a useful contribution to the improvement of existing services and help LRS to identify and develop new services that meet the needs of patients.

We invite people who are interested in joining LRS PPG to attend a meeting as an observer, to meet the other PPG members and see what we do and then they can decide if they want to join us. We do this because in the past we have had people express an interest in joining us, they have attended a couple of meetings and then decided they don't want to do it after all.

We ask all members and visitors to sign confidentiality forms as we do, at times, deal with confidential items and issues which should not be discussed outside the meetings.

If you think you would like to attend a meeting, please email [lrspatientrep@nhs.net](mailto:lrspatientrep@nhs.net) and we will send you the relevant forms.

### e-Consult

The following is an update from the Surgery about eConsult.

eConsult has been launched recently at the surgery. This tool will enable patients to use our digital platform to improve access to information and support. Patients will be able to check their symptoms, find verified NHS self-help information and find appropriate local or self-referral services but also allow our GPs to assess your needs without requiring an initial appointment. All digital tools help us in our work and improve the patient experience, but we remain, as always, a people-facing practice and committed to providing care that feels personal and professional at all times. To use eConsult, please visit the surgery website.

### Missed Appointments

There have been over 2000 missed appointments to date this year. Please let the surgery know as soon as possible if you are unable to attend an appointment. You can cancel online using your System One account and cancel by selecting future appointments. Alternatively, call the surgery giving as much notice as possible in both cases.

## Menopause Matters

For accurate, up to date information about the menopause and treatment options visit <https://www.menopausematters.co.uk/>.

This is an easy to use, independent, clinician led website.

## GP Extended Access Service

Appointments with a GP or Practice Nurse are available on some evenings and every weekend (Saturday and Sunday) for patients registered at this practice, these are called 'Extended Access' appointments and are provided by BEDOC services.

BEDOC collaborates with a number of GP Surgeries & NHS Commissioners to deliver primary care health appointments outside regular hours, predominantly in the evenings and on weekends. These services are commissioned through Leighton-Linslade Health Connections our local Primary Care Network.

When you call to make an appointment LRS may offer you an 'Extended Access' appointment, this appointment will currently be held at the Leighton Road site and may be with a GP or Practice Nurse from another practice. The reception team will confirm all of the details at the time of booking and if you are registered to receive text message alerts, you will receive a text message to confirm the date, time, and location of your appointment.

At the current time, Extended Access appointments are not available to book online.

There have been unsubstantiated rumors on local social media. It is unfortunate that these unfounded rumors are circulating. The Surgery maintains a professional and transparent relationship with BEDOC, and any insinuation of favoritism due to personal connections is entirely incorrect. The Surgery encourages patients and members of the community to rely on factual information from official sources and avoid speculation

that might lead to unnecessary confusion or concern.

## Time Gentlemen Please

'Time Gentlemen Please', is a new public health campaign aimed at empowering people to develop a healthier approach to alcohol and highlighting the wealth of local and national support available.

Statistics from the Health Survey for England reveal 48% of adults aged 16 and above said they drink alcohol at least once a week. Among them, 55% were men. Additionally, 8% of men admitted to drinking almost daily. Overall men face twice the risk of alcohol-related deaths compared to women.

Across Bedford, Central Bedfordshire and Milton Keynes men are at higher risk of sustaining an alcohol related injury, being diagnosed with alcohol related cardiovascular or liver disease, or suffering with mental and behavioural disorders due to alcohol.

For more information, advice, and support visit <https://www.timegentlemenplease.org/>

## 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](mailto:lrspatientrep@nhs.net) or leave a note for the PPG at reception.