



Newsletter Spring 2019

Aims of the Newsletter

The aims of the Newsletter are:

Helping patients to have a better understanding of their health and how best to look after it, for example, publishing NHS health promotion activities and advice from the Practice.

Signposting patients to volunteer support services – such as Leighton Buzzard Voluntary Patient Transport, befriending and support groups

Have a better understanding and knowledge of the practice and its staff as well as the reality of running a busy GP practice.

Providing an opportunity for patients to make positive suggestions about the practice and be advocates for patient ideas and concerns. This can be done by sending an email to lrspatientrep@nhs.net. Any concerns, suggestions and ideas will be given to the Practice via the PPG. All PPG members are bound by a confidentiality agreement. Expressing valid concerns through this method means that the relevant concerns can be properly investigated and is much better than commenting on social media and in the LBO.

Your Personal Details

Please will you ensure that the Surgery has your up to date contact details. This is important to ensure that you can receive notifications via text and/or email.

If you have not already done so, you can register for on line services click the following link

<https://www.leightonroadsurgery.co.uk/navigator/register-for-online-services/>

Once you have registered, click on the following link to access your details

<https://systmonline.tpp-uk.com/>

You can now also apply to view your full medical records by clicking on the following link.

<https://www.leightonroadsurgery.co.uk/practice-information/access-to-medical-records/>

You will then receive an email asking you to click on a link to confirm acceptance.

You will then be able to check on line for test results and not have to telephone for results.

Missed Appointments

The number of missed appointments is still too high. There are instances of patients being given same day appointments and then do not attend.

Missed appointments also have an impact on patients who are needing appointments as it means they (or it could be you) have to wait weeks instead of days for an appointment.

NHS-Long Term Plan

As medicine advances, health needs change and society develops, the NHS has to continually move forward so that in 10 year's time we have a service fit for the future. The NHS Long Term Plan is drawn up by frontline staff, patients groups, and national experts to be ambitious but realistic.

Part of the plan states that 'Ambulance services are at the heart of the urgent and emergency care system. We will work with commissioners to put in place timely responses so patients can be treated by skilled paramedics at home or in a more appropriate setting outside of hospital'.

It is worth pointing out that LRS had tried this without much success as patients refused to see a paramedic and insisted on seeing a GP but now it will be common practice. The use of paramedics has already proved successful in a number of GP practices as shown on recent BBC local news reports.

Further explanation can be found by clicking this link,

<https://www.longtermplan.nhs.uk/>

Mental Health Issues in Young People

Young people can experience a range of mental health problems. Childhood and teenage years are a time when you are usually changing rapidly and developing all the time.

The following advice is for young people.

You also often have to cope with many different situations and unfamiliar challenges like exams, relationships and the other pressures of growing up.

While often it's possible to talk to parents or carers about feelings, you may find it hard to do so. You might express how you feel through being moody, getting in trouble at school or at home or by becoming angry easily. Some people also get odd aches and pains that can happen when you're not able to say what you're feeling.

If you're able to carry on your usual life and don't experience lasting unpleasant feelings, the best help is for parents, relatives or friends to be available to listen, to talk things through and to support you where they can.

More rarely, you may experience difficulties that are more severe or long lasting, or you may find yourself reacting to setbacks in a more extreme way. You may tell parents or friends that you are distressed or unable to cope, or you may try to hint that you are and hope they speak to you. This can lead to the support you want. Often though, you may find you show distress through acting differently, with more intense moods or behaviour, either at home, at school, or with friends.

Occasionally, your feelings or mood may be so extreme or upsetting that you need urgent help. If you're self-harming, running away, or saying you no longer want to go on living then you may need immediate support. If this sort of feeling continues for some time it is a particular clue that you might need to look to get help to cope with your mental health.

Further information can be obtained from

<https://www.mind.org.uk/information-support/guides-to-support-and-services/children-and-young-people/>

Look after yourself, look after the NHS

Today in England, people are living longer, but often they are living in poorer health, with multiple long-term conditions.

The NHS has a critical role in treating illness and in keeping people well, but to help make the NHS sustainable for future generations, people need to be more proactive about prioritising their health and wellbeing to reduce their risk of developing lifestyle related health conditions.

The choices we make matter. Everyday habits and behaviours, such as eating too much unhealthy food, drinking more than is recommended, continuing to smoke and not being active enough, are responsible for around 40% of all deaths in England, and cost the NHS more than £11 billion a year.

Springtime

We are approaching the time of the year when we throw off the shackles of winter and rush into sorting out the garden and other household jobs. The result being strains, bad backs and other ailments. This sometimes puts avoidable pressure on G.P.'s and A&E. Please ease yourself into carrying out tasks and don't try to finish everything in one go.

Leighton Buzzard Voluntary Patient Transport

LBVPT provides transport to L&D, Stoke Mandeville, Milton Keynes, Amersham, Bedford and High Wycombe hospitals for the elderly and vulnerable who can't get there without assistance and who don't qualify for NHS Non-Emergency Patient Transport Services help. Further details can be found at www.lbvpt.co.uk or by calling 07873 497633.

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.