



## Newsletter

Spring 2020

### East London NHS Foundation Trust ELFT

East London NHS Foundation Trust (ELFT), has joined with the partners at Leighton Road Surgery to work alongside staff to deliver services at the surgery from February 2020.

### A new partnership for Leighton Road Surgery

The new partnership is supported by Bedfordshire Clinical Commissioning Group (CCG) which is responsible for the planning and commissioning of health care services for the county.

ELFT Chief Executive Dr Navina Evans said: "GP partners, practice staff and patients at Leighton Road Surgery will be actively involved in shaping how we provide and improve care. The Trust strategy to deliver population health begins with our ability to support primary care to deliver joined up care with support from community, mental health, and voluntary sector partners.

Dr Farah Paruk, the lead GP at Leighton Road Surgery, added: "I am incredibly excited to be developing an innovative partnership that will deliver better care to our patients. "As a surgery we will always strive to ensure we transform on an ongoing basis to ensure our patients receive the best care and have a say in how they want the care delivered. We are excited that all our staff and patients and the commissioners are also in support of this this exciting opportunity to deliver outstanding care for our patients."

The LRS PPG look forward to working with the new Partnership to ensure that the commitments above are achieved.

### Health and Wellbeing Fair

The PPG would like to thank the public and stallholders who helped make the Health and Wellbeing Fair a success. The focus was getting and staying healthier.

Leighton Road Surgery and the Patient Participation Group are holding another Health and Wellbeing Fair on 12th September 2020.

We are looking for organisations, particularly voluntary ones, who would like to take one of our stalls to showcase the activities they do to promote health and wellbeing.

There is no charge for voluntary organisations and a table will be provided. It is hoped to hold the event outside. For more information please email [lrspg@outlook.com](mailto:lrspg@outlook.com)

### LRS Medication Team Message

The surgery now has a new Prescription Clerk team in place to assist with all your prescription queries. They are a dedicated Multidisciplinary Team made up of qualified Pharmacy Dispensers, Pharmacy Technicians and long-standing Colleagues with deep knowledge of the Surgery and its Services. They can be contacted by calling the surgery on our usual number and selecting option 4 or by using the Prescriptions and Medicine Centre tab on our website ([www.leightonroadsurgery.co.uk](http://www.leightonroadsurgery.co.uk)) where you can request repeat medicines and ask questions regarding your repeat prescriptions. You can also ask your question whilst at the Surgery and the Reception Team will assist you by contacting the Team on your behalf whilst you are in the building.

Please note that following our recent CQC inspection, they identified some issues around prescriptions, so we have taken their advice and are attempting to streamline our prescription ordering process.

To help us provide the best service to you we have requested that patients request medicines online using our website. You can use this website to request your medicines even if you are not registered for our online services. When you are asked if you are registered for online services select NO and this will take you to a free text box which you can fill out with your request (please don't worry about spelling of medications, if we are unsure we will contact you). This takes away the need for patients to attend the surgery and speeds up the request process as we receive your request instantly.

Please note that whilst we always endeavour to process your repeat prescription as quickly as possible this is sometimes affected by seasonal influxes of medicine requests (such as Christmas time) so we always ask that patients allow 3 full working days for us to release your prescription to the chemist. Once we release your prescription, please note that the local Chemists ask for at least 2 days to process and order the items needed to fill your repeat prescription. You will need to liaise with your Chemist if your medicines are needed sooner than this.

Patients can still attend the surgery to drop their repeat prescription request into the boxes at both of our Leighton Road and Grovebury Road sites. **Please make sure you tick the boxes against the medication you require.** Please note that our Reception Team no longer can process your prescription request for you at the Reception desk. If you wish to order at the surgery, you can find repeat prescription request slips in the reception area. Please fill these out and drop into the prescription request box (receptionists are unable to take your slip from you). The Reception Team is there to assist you if you need a reminder the items on your repeat medications list and can also print a copy of your repeat slip for you to use to submit your request if you'd rather not write your own slip.

Please note that our surgery policy remains unchanged regarding routine telephone medication requests. We are unable to accept any routine repeat prescription requests over the telephone.

### Hospitals changing medication, when being discharged from Hospital.

Patients should make sure that their paperwork has reached the LRS pharmacy team for ongoing medication, by referring to their discharge letter.

It is essential that Patients retain the original letter. When someone wants to take a copy, always request that they hand the original back to you. **THIS IS YOUR COPY.**

### Helping carers take care of themselves

Bedfordshire and Luton Clinical Commissioning Groups (CCG) are highlighting the important work done by carers and the help available to them. Across Bedfordshire there are 40,000 carers providing unpaid support to family and friends who could not manage without their help. They make a huge contribution to improving the lives of older, disabled and chronically ill people, many of whom would otherwise need residential care.

Caring for a family member or close friend can be very rewarding. But the additional responsibility this involves can, over a period, also become physically and emotionally challenging. Therefore, all carers should take steps to maintain their own health and well-being and be aware of the support on offer.

It's important for carers to notify their GP that they have caring responsibilities. Not only does this inform the doctor of the extra pressure they could be under, the GP can inform the appropriate services to ensure care for the person they look after continues should the carer fall ill.

The flu virus can be particularly dangerous for the elderly, long-term sick and other vulnerable groups and all carers should have the flu jab to protect themselves and those in their care. Registered carers are eligible for free flu vaccinations which are available from GP practices and local pharmacies.

Luton and Bedfordshire CCGs support two local agencies that provide assistance and advice for carers on many care-related issues including benefits and NHS grants, respite care, relieving stress and combating social isolation.

Carers Central is a registered charity based in Luton that provides support and advice to unpaid adult carers, helping them to live fulfilled lives, alongside their caring roles. To contact Carers Central visit [www.carerscentral.org.uk](http://www.carerscentral.org.uk).

For carers living outside Luton, Carers in Bedfordshire offers specialist support to enhance the health and well-being of people of all ages with caring responsibilities. To contact Carers in Bedfordshire visit [www.carersinbeds.org.uk](http://www.carersinbeds.org.uk).

Valuable advice and assistance for carers and those they care for is also available from the Disability Resource Centre, an award-winning charity offering disabled people and their families somewhere to turn if they feel alone and need help in any situation. To contact the Disability Resource Centre visit [www.drcbeds.org.uk](http://www.drcbeds.org.uk).

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