



Newsletter Summer 2019

Staff Changes

We would like to welcome the following staff to LRS.

Keri - Health Care Assistant

Luiza - Health Care Assistant -

Sharleen - full time Minor Illness Nurse

Rebekah - full time Practice Nurse

The Surgery has removed surnames from name badges of Reception and Admin Staff as staff members have been victimised on Facebook when patients know their surnames. This type of abuse is totally unwarranted and condemned by the PPG.

LRS Nursing Team

LRS nurses are highly trained and work closely with the doctors. They assess and treat a wide range of conditions. In addition to offering advice on minor illnesses, the nurses can prescribe certain medications under the supervision of a doctor.

The following is a small list of conditions the Nursing Team can treat

- Sore Throat, Coughs
- Cuts and bruises
- Earache and other ear problems
- Problems with eyes
- Nose bleeds
- New rashes/skin problems
- Cystitis or other urine problems
- Verrucae and athletes foot

A full list can be found at

<https://www.leightonroadsurgery.co.uk/practice-information/nursing-services/>

LRS nurses also manage specialised clinics for patients with long term conditions such as heart disease, diabetes and asthma.

Missed Appointments

The level of missed appointments is still far too high. 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.

How to Cancel an Appointment

- If you are registered for on-line services, you can cancel an appointment by logging onto your Systm online account to cancel the appointment.
- If you are not registered, you can cancel by clicking on the following link.

<https://www.leightonroadsurgery.co.uk/navigator/cancel-an-appointment/>

Contact details

Please ensure that the surgery has your up to date contact details i.e. home and mobile phone numbers and Email address. You can check and update your details by clicking on the following link, <https://systmonline.tpp-uk.com/2/Login>, then select 'Your Account' 'change contact details'.

Please can you ensure that your family and friends are aware of this request.

The surgery can then text you a reminder of your appointment that allows you to cancel the appointment if necessary as well as other relevant information.

NHS APP

The rollout of the NHS App has started. The NHS App provides a simple and secure way for people to access a range of NHS Services initially on their smartphone or tablet. The App can be

downloaded from Google Play and Apple App Stores.

Patients will be able to use the NHS App to:

- check their symptoms using NHS 111 and the health A-Z
- book and manage appointments at their practice
- order repeat prescriptions
- securely view their GP medical record
- register to be an organ donor
- choose how the NHS uses their data

A short video explaining the app can be found using the following link

<https://youtu.be/YR7P4tXeb-Y>

Giving blood

Every day thousands of people's lives are saved or improved thanks to the generosity of donors like you. But, sadly, there are still lots of patients the NHS can't treat because the Blood Transfusion Service doesn't have enough supplies. There's an urgent need for donations.

Blood is always in high demand. Most people aged 17 – 65 can donate.

Giving blood saves lives. The blood you give is a lifeline in an emergency and for people who need long-term treatments. Many people would not be alive today if donors had not generously given their blood.

The NHS needs over 6,000 blood donations every day to treat patients in need across England, which is why there's always a need for people to give blood. Each year the NHS needs approximately 200,000 new donors, as some donors can no longer give blood. There has been a significant drop in men donating blood.

For more information about giving blood, visit the [blood donation website](#).

Sun Safety Tips

Spend time in the shade when the sun is strongest. In the UK, this is between 11am and 3pm from March to October.

Make sure you:

- spend time in the shade between 11am and 3pm
- make sure you never burn
- cover up with suitable clothing and sunglasses
- take extra care with children
- use at least factor 30 sunscreen

Further information can be found at

<https://www.nhs.uk/live-well/healthy-body/sunscreen-and-sun-safety/>

Healthwatch Bedfordshire

Your Local Voice for Health & Social Care

Healthwatch Central Bedfordshire, an independent Registered Charity, was established in April 2013 to put the voice of local residents at the heart of health and social care and to play a vital role in gathering the views, and understanding the experiences, of patients and the public.

Healthwatch Central Bedfordshire is the local consumer champion promoting choice and influencing the provision of high quality health, social care and wellbeing services for all across Central Bedfordshire. We engage and consult with all sections of the local population so that a wide cross section of views are heard, understood and acted upon.

Contact us:

Tel: 0300 303 8554

Email: info@healthwatch-centralbedfordshire.org.uk

www.healthwatch-centralbedfordshire.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 lrspatientrep@nhs.net or leave a note for the PPG at reception.