



## LRS Patient Participation Group

## Summer Newsletter 2024



### What is Lions Message in a Bottle?

Lions Clubs Message in a Bottle is a simple but effective way for people to keep their basic personal and medical details where they can be found in an emergency on a standard form and in a common location – the fridge.

Message in a Bottle helps emergency services personnel to save valuable time in identifying an individual very quickly and knowing if they have any allergies or take special medication.

**Paramedics, police, fire-fighters and social services support Lions' life-saving initiative and know to look in the fridge when they see the Message in a Bottle stickers.**

The initiative provides peace of mind that prompt and appropriate medical assistance can be provided, and next of kin / emergency contacts can be notified. Details and order section can be found by clicking on following link.

<https://lionsmessageinabottle.co.uk/>

### Information from Leighton-Linslade Health Connections

Leighton-Linslade Health Connections (LLHC) is the Primary Care Network for Leighton Buzzard working with the three practices in providing healthcare services for the population of Leighton Buzzard.

Services are provided from both your practice and the Health Centre.

We completed a successful Winter Pressure clinic providing over 1,000 additional appointments for minor illness January – March.

The team consists of **pharmacists**, who you will hear from regarding medication reviews and queries.

**Paramedics** see patients at practice for minor illness, and at the Health Centre for respiratory testing.

**Social Prescribers** deal with non-medical social issues. They can connect you with community groups, activities, and services in the local community to help you meet your social, emotional, and practical needs that affect your health and wellbeing. You can call them directly on 01525 300780.

**Care Coordinators** help you manage your health care. They will ring and book appointments to see members of the team, check how you are after a hospital discharge and work with the rest of the team.

The **Pharmacy Technician** deals with medication/changes after hospital appointments. You may hear from her to discuss changes to your medication.

**Physiotherapists** are based both in surgery and at the Health Centre. They are able to see you (without referral from a doctor) to assess your needs. They see all soft tissue injuries, sprains, strains or sports injuries, arthritis, muscle problems, spinal problems including back, neck, arm or leg pain and post orthopaedic surgery. They see patients over 16 years of age. At the moment these appointments are bookable

through your surgery, but we are looking at making the appointments available online so you can book directly. Appointments are available daily and often on the same day you ring!

Other services we provide are:

Daily phlebotomy clinics -bookable through your surgery

Twice weekly ECG clinics --bookable through your surgery

Learning Disability Annual Health Checks -you will receive a call from a care coordinator

Physical Health Checks for Mental Health patients -you will receive a call from a care coordinator

Carers Annual Health Checks -you will receive a call from us/call directly 01525 300780

Care Home residents-create care plans, medication reviews and queries

Smoking Cessation/Weight Management clinics-referral from your surgery or call 01525 300780

As well as many behind the scenes processes to support the practice.

#### **NEW!**

**Community Connections** – come and meet the social prescribers at the Library. No need for an appointment, drop in and have a chat. Starts on Wednesday 5<sup>th</sup> June 2024, 1300-1500, fortnightly. Supporting the residents of Leighton Buzzard with local connections and health links. For more information call us 01525 300780.

**Collaboration with Bedfordshire Fire and Rescue Services.** After consent we will refer to the BF&RS and they will visit and have a chat. We aim to start working with those who are vulnerable and frail. It's not a medical visit but will include noting if there is oxygen in the house, awareness of priority services, heating methods, fire safety (fire alarms, smoke detectors), home security. All information is confidential. You will receive a call from a care coordinator seeking consent, once obtained a referral is sent to BF&RS who will then make contact and arrange a visit. They will bring ID and will tell you who is visiting.

**Cancer Care Reviews.** Getting a diagnosis of cancer is life changing and we want everyone to be aware of the support available as well as check how you are doing. Newly diagnosed patients will receive a call from our care coordinator, and she will either meet you face to face here at the Health Centre or chat on the telephone.

#### **Menopause Matters**

**Menopausematters.co.uk** is an award winning, independent website

<https://www.menopausematters.co.uk/> providing up-to-date, accurate information about the menopause, menopausal symptoms and treatment options. Here you will find information on what happens leading up to, during and after the menopause, what the consequences can be, what you can do to help and what treatments are available.

#### **Missed Appointments**

Appointment availability remains to be one of the biggest topics patients feedback to the Surgery. The Surgery saw a decline in Did not Attends with March at 278 and April at 240.

If you no longer need an appointment, please cancel it as this allows us to offer these appointments to other patients. You can cancel appointments by using the NHS app or SystmOnLine, send an eConsult, follow the link in your confirmation text or by phone.

**Please continue help the Surgery to help you.**

#### **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.