



LRS Patient Participation Group

Autumn Newsletter 2024



Nurse Team update September 2024

As many of you will be aware there has been a large turnover of staff at the surgery over the last year. The Nursing Team are no exception to this, so I thought it would be nice to update you all with our current team.

My name is Heather, I started working at the surgery in March 2024, employed as an Advanced Nurse Practitioner and also as the Lead Nurse. My background is varied, having worked within areas such as Intensive Care, Cardiology and Patient Safety, as well as Primary Care & Urgent Care. My last post prior to starting here was Manager for Patient Safety Team at a local hospital, so clinical safety is very high on my agenda. My role here involves leading the Nurse team, running clinics and working very closely with Roxie and Santiago to ensure we strive to deliver safe and effective care to our patients.

We have a team of 3 Health care assistants and 7 qualified nurses.

In our HCA team we have **Sarah B**, **Louisa** and **Jo**. They provide core services such as taking blood samples, dressings, removing clips and stitches. Sarah & Louisa are training to be able to deliver some of the vaccinations such as shingles and pneumococcal immunisations. Jo is already fully qualified in this skill.

Our Practice Nurse Team consists of

Leanne is a recent return to nursing graduate, having successfully qualified as a Registered

Nurse in April 2024. She is training to become a Practice Nurse.

Ama recently successfully completed the General Practice Nursing Fundamentals course and is developing her skills and knowledge further.

Carina is undertaking the Specialist Practice Nursing course and is due to finish in January 2025.

Judy has a specialist interest in diabetes care.

Manuella is our newest team member, joining us with lots of practice nurse experience and a specialist interest in diabetes care.

Emily has a specialist interest in Asthma and is about to undertake her COPD Diploma. Emily also undertakes minor illness consultations as well as general practice nurse duties.

Sarah W is our complex care Matron who helps look after the more complex patients who are housebound. Sarah also specialises in wound management and is training to undertake minor illness clinics as well.

I hope this little introduction to the team is helpful for you. They are working very hard to provide the care our patients need, and they are all developing their skills and knowledge further to enhance the services we can provide for our community.

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, update or enter your details on <https://systmonline.tpp-uk.com/2/Login>, then select 'Your Account' 'change contact details'. You can also contact the Patient Liaison team on 0152 372571 and selecting option 6 between 10am to 4pm.

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.

LRS v GRS for appointments

Appointments can take place at either Grovebury Road or Leighton Road. Please ensure that you know which site you need to attend for the appointment to save wasted trips.

Appointments can also be made in person at both Grovebury Road and Leighton Road.

Missed Appointments

Appointment availability remains to be one of the biggest topics patients feedback to the Surgery. The following is the data for June and July: -

Throughout the months of June and July the Surgery has seen a decline in June Numbers but an increase in July for the numbers of **Did Not Attends**, with June at **197** but July at **282**.

The June data comprised 68 doctors, 21 pharmacists and 108 nurse appointments missed.

The July data comprised 178 doctors, 178 nurse and 22 pharmacists appointments missed.

The Surgery appreciates it is a holiday season for some, but in an effort to reduce these numbers please remember that if you no longer need an

appointment, please cancel it as this allows the Surgery 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.

Men's Sheds

Men's Sheds also play a vital role in strengthening community ties. These groups often collaborate with local organisations, participate in community events, and support local causes. By doing so, they help build a more cohesive and supportive community. The sense of solidarity and cooperation promoted within Men's Sheds extends beyond their walls, benefiting the entire community.

Leighton-Linslade Town Council are seeking individuals who are interested in joining the working group. The group will start to meet in September 2024 and will be seeking a suitable accessible location close to the town centre, preferably with parking, or along public transport routes. If you are interested in joining the group or would like to find out more, contact Leighton Linslade Town Council: 01525 631920, info@leightonlinslade-tc.gov.uk

Autumn

Autumn is the time of the year to start preparing the garden for winter. Trips and falls, and lifting injuries are avoidable if you take care in what you are doing.

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 or leave a note for the PPG at reception.