



LRS Patient Participation Group

Winter Newsletter 2023



NHS GP Patient Survey

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice.

Please will you complete the survey if you receive one as this is your chance to provide valuable feedback.

Surgery Information

- Christmas and New Year opening times:
- Open until 22nd December 2023
- Closed 25th – 26th December. Patients to contact NHS 111
- Open 27th – 29th December
- Closed 1st January 2024. Patients to contact NHS 111
- Re-open 2nd January 2024

Please remember to request your medication for over the holiday period, in good time. This will allow for the prescription request to be raised, signed by a GP, and submitted to your nominated pharmacy in good time.

Is your medicine cabinet fit for winter?

Be well prepared for common ailments by keeping a well-stocked medicine cabinet at home.

Please return any unopened, unused, and out-of-date prescription medicines to pharmacies for safe disposal.

Do not flush medicines down the toilet. Tablet blister packs are not recyclable and should be placed in the waste bin when empty. The cardboard box that houses the blister packs can be recycled, as can any paper inserts.

Who is most at risk from being unwell during cold weather?

Some people are more vulnerable to the effects of cold weather. This includes:

- people aged 65 and older.
- babies and children under the age of 5
- people on a low income (so cannot afford heating)
- people who have a long-term health condition
- people with a disability
- pregnant women
- people who have a mental health condition

Please look out for vulnerable people in your community and help them whenever possible.

Get advice if you feel unwell

It is important to get medical help as soon as you feel unwell. The following advice shows different ways of obtaining help:

eConsult

eConsult is easy to use and will give your doctors all the information they need to triage and make sure you get the care you need. The following link takes you to the eConsult page on the surgery website.

<https://leightonroadsurgery.webgp.com/>

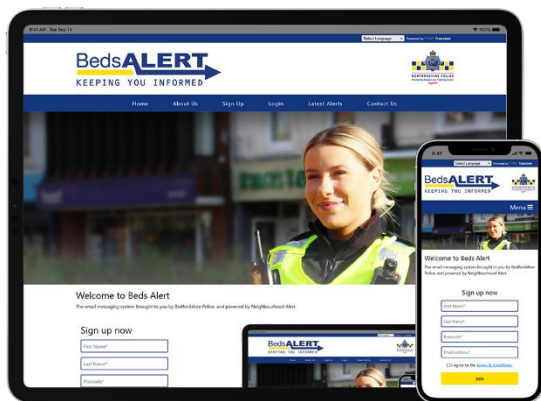
The page is currently operational from 7am to 12 noon.

You can also get help and advice from:

- a pharmacy – pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor.
- NHS 111 – go to 111.nhs.uk or call 111 if you have an urgent medical problem and you are not sure what to do.

Beds ALERT

Fear of crime can affect people and may be stressful for people. The following offers helpful advice.



Beds Alert is a crime and community information messaging system run by Bedfordshire Police, which offers residents details about crime and events in their local area. The service is free to everyone.

You can receive information electronically via email direct to your computer, view messages online, and once logged in, to tailor your

settings to detail exactly what type messages you want to receive.

Receive crime reduction advice and help tackle crime in your area.

You can join Beds Alert by applying at

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

Future Health provision in Leighton Buzzard

Representatives of the 3 local PPGs (Patient Participation Groups) and Health Provision Group, CBC (Central Bedfordshire Council) councillors, voluntary organisations and PCN (Primary Care Network) members attended a 'Focus Meeting', hosted by BLMK ICB (Bedford, Luton, Milton Keynes Integrated Care Board) regarding an outline business case for increased health premises and services in the town.

The ICB proposed building a small facility at Clipstone Park using money from the sale of Department of Health land on Vandyke Road. The proposal falls far short of the results of the recent town wide patient survey.

The PPGs and the Health Provision Group will continue to lobby the ICB to improve the current proposals on an ongoing basis as well as at future proposed forums.

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.