

Newsletter Phrase – Each quarter the newsletter is produced we hope to have a light-hearted phrase that reflects how the PPG is working for patients The phrase is BETTER LATE THAN NEVER [Attributed to Geoffrey Chaucer an English poet and author] His quote was first seen in 1386 in the 'Yeoman's Tale'– The phrase refers to doing something late is better than not doing it at all. For the PPG we don't give up and will eventually reach our aims.

On that note we would like to reiterate a section shown in our previous newsletter headed ELFT - We care, we respect, we are inclusive. The PPG do sincerely want a dedicated relationship with the Practice towards engaging a permanent clinician team as well as having the services of female GP at our Bramingham site.



Editorial

Welcome to our 3rd Practice Newsletter. We recognise that the amalgamation of the 2 sites at Kingsway and Bramingham into one Practice has not been easy. The Practice strives to develop and amalgamate systems that work for patients. The PPG is constantly monitoring these developments in trying to ensure that they work for patients. We have PPG representatives at both sites and split our meetings between the sites for fairness and equality. If patients are able to travel between the two sites, they will have the option of appointments at either Kingsway or Bramingham but we realise there is still a strong trend to visit one's original GP Practice site.



Phone System

The phone system has now changed. It now has 6 options for all patients. The first option is importantly cancelling an appointment if for any reason you are unable to attend. The PPG would urge all patients to do this with as much notice as possible thus freeing up appointments for other patients. All patients when they phone the Practice will now join a single queue and if they wait on the phone, they will be offered the option as to which site they want to speak with before proceeding to speak directly as to whatever their query is. There is also the option if you can't wait on the phone and the Practice will phone you back. If you have queries about Prescriptions or Test Results, the phone service for these queries will not be available until 10.00 onwards. Please do not include these when speaking to the Care Providers if you phone earlier when trying to book an appointment since this increases waiting times for other patients. The PPG will continue to feedback patient experiences in the short period of its operation so please let the PPG know your views on your experiences during any attempt to contact the Practice.

Seasonal Vaccinations

The vaccination season will be here from the beginning of October. All those patients who qualify for Flu vaccinations and Covid booster should book these once they are notified. Flu vaccinations and covid boosters may be booked at either the surgery or the local pharmacy once you receive information to do so. There is one more new vaccination this winter and that is the RSV [Respiratory Syncytial Virus] which is being offered to all vulnerable patients and those patients between the ages of 75-79 with an overlap if you have just turned 80. The vaccine is to help reduce the risk of serious complications like pneumonia and bronchiolitis. The programme will be rolling forward once patients turn 75. This is a one only vaccination and patients will be either be notified by the NHS to book this appointment with their Practice or may contact the Practice directly. The PPG strongly urge ALL patients who qualify for these vaccinations to do so.





Website

A big disappointment to the PPG and patients is the website is not yet ready to be fully operational. There have been unforeseen technical difficulties as so far, we are awaiting a completion date.

Appointments

Just to reinforce the option for patients of enhanced access to GP appointments. This should be mentioned by the care providers if no daytime appointments are available at the Practice. Enhanced accessed may be available in the evenings from 18.30 – 20.30 and on Saturdays 09.00 – 17.00 for all patients at Medici Medical Centre, Castle Street, Luton.

PPG Activities

So far this year the PPG have held two full meetings with the Practice and produced 2 Newsletter. Our last meeting in September had to be cancelled and will now take place on November 7th. Minutes of the meetings have been displayed on the notice boards at the two sites as well as the Newsletters. They should also be able to be viewed once put under the PPG section of the Practice website. Patients may request copies at reception. Efforts are being made to produce the minutes and newsletter in the major community languages as well as patients receiving copies via email.

DNA

Patients who do not attend their appointments [DNA] deprive other patients of an appointment which we all know are difficult to come by. The number of patients who do not attend has broadly been the same each month since February 1st to September 30th. We have examined the DNA monthly figures to see how many appointments are missed in the working week, Monday to Friday over that period. This number stands around 15 per day for GP and nurse appointments. Again, patients are requested to contact the surgery for whatever reason they can't attend using option 1 on the phone system.

QI

QI stands for quality improvement and the PPG will be working with the Practice to improve the quality of service to the patients as well as patients responding in a positive way to assist any improvements. We will be updating you on this in our next newsletter.



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YEARS IMPROVEMENT