

Newsletter - December 2019

Newsletters

Welcome to the December edition of our Newsletter. We haven't sent out a Practice Newsletter for a little while, but we will start sending them out regularly again to keep you informed about what's happening at the Practice and share useful information with you. If you would like an electronic copy of our Newsletters sent to you by email on a regular basis, please go to our Practice website at www.longbenningtonmedicalcentre.nhs.uk go to the Online Services link (on the right hand side of the home page), then click on **Sign up for our practice newsletter** at the bottom.

Appointment Waiting Times

We are aware that there has been a wait of almost 4 to 5 weeks to see some of our GPs recently. We are currently reviewing our appointment system and will be making some changes so that you should be able to book a routine appointment with a GP within two weeks, but we will be closely monitoring the situation. Please remember that we currently offer same day sit and wait appointments every morning, telephone appointments, and routine appointments in the evenings and weekends in Extended Access surgery here on Tuesday evenings and at local Practices in the evenings and at weekends. Just speak to a member of the reception team for more information.

Patient Participation Group (PPG)

We recently invited patients to come to the surgery at 6pm on Tuesday 26th November to join our GPs, staff and other patients for an informal, open and friendly meeting to learn about what we do and to contribute your ideas, feedback and suggestions to improve patient experience. We had a presentation from Healthwatch Lincolnshire, followed by an update on appointments, new Practice staff roles (Care Co-ordinator and Clinical Pharmacist), how to get involved with other patients and then an open discussion with patients questions answered.

If you would like to read more about what was discussed copies of the minutes of this meeting will be available in the Practice, and on our website where you can also sign up to receive electronic copies – please see above about Newsletters.

We plan to have these meetings quarterly with two per year during the day and two per year in the evening, to encourage a wide range of patients to come along. The dates will be publicised soon, but please make a note that the next meeting is likely to be 2pm – 3pm on Tuesday 11th February 2020.

Friends and Family Test (FFT)

We would like you to spare a moment to complete a Friends and Family Test (FFT) Feedback form for us please when you are next visiting the Practice. This is a great opportunity for you to give us feedback to help us understand whether our patients are happy with the service we provide, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment from the NHS. Recent feedback we have received includes “waiting time long at open surgery even after being told to come back an hour later” and “please consider putting a no-smoking sign up on bench at front. Having asthma and breathing difficulties to be greeted with a lungful of smoke is horrible”.

Did Not Attends (DNA)

We monitor the number of patients who do not attend for their appointments each month. In October 70 patients DNA'd which wasted over 11 hours of clinical time, and in the last 12 months 733 patients DNA'd which wasted 135 hours. Please remember to cancel appointments if you can't make it or no longer need it.

No Smoking Policy

Smoking is strictly prohibited on all parts of the Practice's premises, including entrances or anywhere on its grounds. This includes areas that are outside but form part of the Practice's premises. This policy applies to all employees, workers, patients and visitors.

Cervical Cancer Prevention Week #SmearforSmear

Do you know how cervical cancer can be prevented? During Cervical Cancer Prevention Week we want as many people as possible to know how they can reduce their risk of the disease and to educate others. We want to ensure all women and people with a cervix know how cervical cancer can be prevented. This means:



- Attending cervical screening when invited
- Knowing the symptoms of cervical cancer and seeking medical advice if experiencing any
- Taking up the HPV vaccination if aged 11-18
- Knowing where to find support and further information

2 women lose their lives to the disease every day ☹️

9 women are diagnosed with cervical cancer every day ☹️

75% of cervical cancers can be prevented by cervical screening (smear tests) 😊

The campaign will run from **20 – 26 January 2020**. Further information is available on the Jo's Cervical Cancer Trust site <https://www.iostrust.org.uk/get-involved/campaign/cervical-cancer-prevention-week>

Dates for your diary

Wednesday 25 th December 2019	Closed – CHRISTMAS DAY
Thursday 26 th December 2019	Closed – BOXING DAY
Wednesday 1 st January 2020	Closed – NEW YEARS DAY
Tuesday 14 th January 2020 (1.30pm – 4.30pm)	Closed for training
Tuesday 11 th February 2020 (1.30pm – 4.30pm)	Closed for training
Tuesday 11 th February 2020 (2pm – 3pm)	PPG Meeting? TBC

** Please note that patients can still access or telephone the surgery in the event of an emergency when we are closed for training, but there will be no routine GP or Nurse clinics or a Dispenser available so that our staff can truly have protected time for learning and updates.*

We also have lots of information on our website about the Practice and the services we provide.

Twitter and Facebook

Please follow us on [Twitter](#) (@long_med) and like our [Facebook](#) page (Long Bennington Medical Centre).

Thank you for your continued support.

Alison Lowerson, Practice Manager