



Newsletter Spring 2018

Doctors in the Surgery

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LRS Nursing Team

LRS nurses are highly trained and work closely with the doctors. They assess and treat a wide range of conditions. In addition to offering advice on minor illnesses, the nurses can prescribe certain medications under the supervision of a doctor. [Find out more...](#)

The nurses also manage specialised clinics for patients with long term conditions such as heart disease, diabetes and asthma.

3rd Party Prescription Ordering

Bedfordshire Clinical Commissioning Group is starting a pilot scheme in the Leighton Buzzard area on the 1st April 2018. The main focus is to prevent over ordering of medication as in some cases all items listed on the prescriptions are being ticked without asking patients what they need.

In order to use Online Services via the Surgery webpage you will need a user name and password. This can be obtained by entering online services and clicking on the link or you can obtain a form from reception.

Medication can then be ordered by using the following link:

<https://systmonline.tpp-uk.com/2/Login>

Please use the following Email address to give us feedback on the pilot scheme.

lrspatientrep@nhs.net

Your 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'.

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.

Missed Appointments

Missed appointments also have an impact on patients who are needing appointments as it means they (or it could be you) have to wait weeks instead of days for an appointment.

Drop in Clinic for Blood Tests

The drop-in clinic for blood tests will relocate to Leighton Road from 01 April. This service is available Monday to Friday from 08.00 – 12.00.

However please be aware there is a limit to the number of patients that can safely be seen. There may be occasions when due to a particularly high demand the list will be closed and you will be asked to return another day.

It is suitable for any blood tests – i.e. routine, urgent, fasting and non-fasting (these MUST have been requested by a doctor).

Patients simply turn up give their name to reception and join the queue for their blood test – patients will be seen in the order that they arrive.

Please note this clinic is for BLOOD TESTS only.

Healthy Living Advice

The nurses and Healthcare Assistants are happy to check your blood pressure, urine and weight as well as giving advice about diet, relaxation, mental health, exercise, smoking, alcohol and

drug use. Blood tests can be arranged as advised by your GP.

Patients over 45 years of age are recommended to have their blood pressure measured every 5 years – we may periodically invite these patients to come to have this done or patients can book an appointment with the LRS nursing team.

The Travel Clinic

Are you prepared for your trip?

Their passion is travel medicine and pride themselves on the quality of their service. We are able to provide a full range of services, support and assistance, before, during and after your trip including; travel vaccinations and travel medicine.

Our nurses are specialist travel nurses who have up-to-date knowledge of all travel medicine, disease process and malaria prevention.

You will be given a telephone call initially during which the nurse will complete a travel assessment for you and your planned trip. She will then advise you on what vaccinations you may need and book your appointment to have them. She will also advise on any health risks associated with your trip.

European Health Insurance Card

A valid European Health Insurance Card (EHIC) gives card holders the right to access state-provided healthcare on temporary stays in other European Economic Area (EEA) countries or Switzerland. The EHIC is not an alternative to travel insurance. It is important to have both an EHIC and a valid private travel insurance policy in place before you travel.

For full eligibility criteria, please click [here](#)

NHS Choices

NHS Choices is the online 'front door' to the NHS. It is the country's biggest health website and gives all the information you need to make **choices** about your health.

<https://www.nhs.uk/pages/home.aspx>

NHS 111

NHS 111 is the free number to call when you have an urgent healthcare need. It directs you to the right local service, first time. It is available across the whole of England making it easier for you to access urgent healthcare services when

you need medical help fast. It is available 24 hours a day, 365 days a year.

<https://www.england.nhs.uk/urgent-emergency-care/nhs-111>

Info for Older People in Leighton Buzzard Area

Bassett Road Patient Participation Group has produced a Yellow Booklet containing useful information for older people living in the Leighton Buzzard Area. The booklet is designed to make it easier and quicker to find some of the information of interest to older residents. Copies can be obtained from LRS reception.

East of England Ambulance Service

Bedfordshire, Luton and Hertfordshire Clinical Commissioning Groups have agreed a new contract with the East of England Service to deliver non-emergency patient transport for an initial period of 2 years.

Leighton Buzzard Voluntary Patient Transport

LBVPT provides transport to L&D, Stoke Mandeville, Milton Keynes, Amersham, Bedford and High Wycombe hospitals for the elderly and vulnerable who can't get there without assistance and who don't qualify for NHS Non-Emergency Patient Transport Services help. Further details can be found at www.lbvpt.co.uk or by calling 07873 497633.

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 lrspatientrep@nhs.net or leave a note for the PPG at reception.