



BASSETT ROAD SURGERY PATIENT PARTICIPATION GROUP

FEBRUARY 2024 - NEWSLETTER

MESSAGE FROM THE EDITOR

It's been six months since the PPG last sent out a newsletter, for which we apologise. As volunteers we sometimes have other commitments that we have to meet, such as work, family and health. However, we are passionate about letting patients know what's happening at Bassett Road, so we have regrouped and are going to trial a bi-monthly newsletter commencing with this one. February's one is quite lengthy, subsequent issues will be more frequent and concise! It would be great to have feedback from you, the patient, on what information you would like to see in these newsletters. We would love to hear from you and our email address can be found at the end of the newsletter.

SURGERY UPDATE

Dr Lucy's Retiring: Having moved from partnership to a Salaried GP role in the last 12 months, Dr Lucy has given notice of her planned retirement at the end of May 2024. Having been at the practice for 23 years, she will be sorely missed by patients and colleagues alike.

Registrar Changes: Having completed their placements with us, Drs Sunjeet Dhami, Aminat Folorunso and Krishan Parekh are moving to pastures new this month. Continuing with us are Drs Ghazala Nasreen, Masr Hefny, Gbemisola Ogunnaike and new to the fold is Dr Tasneen Sewilam.

Admin Leavers: Ruth, Yvonne and Shelley are leaving us this month after a combined service of over 35 years. We thank them for their loyalty and hard work and wish them every success for the future.

New to the Team: New to Reception this year are Janet and Sue whom we've recruited for succession planning. You may see them at the desk with a note in front of them indicating they are in training. Please be patient as there's a lot to learn but we have every confidence in them. Also joining us recently is Helen; she is new to practice nursing and is currently undertaking a Diploma course to learn the skills specific to nursing in general practice. She is working with us on Thursdays and Fridays (but currently doing her training on Thursdays). Charlie will be joining our treatment room team at the end of April, and we look forward to welcoming her also.

Training and Development: With a long history of training doctors to be future GPs, we are proud to develop our other staff enabling us to expand and/or make more efficient the service we can offer. Jay (Pharmacist), Sarah and Penny (Matrons) have all undertaken Independent Prescriber training recently allowing them to prescribe as appropriate as a part of their consultations. Kim is embarking on her Pharmacy Technician training, and we wish her every success with this; Helen has now started her new to Practice Nursing training and aims to complete by the autumn.

Spring COVID Campaign: We're expecting another campaign this Spring, but details are not yet published regarding eligibility or timings. As soon we know more, we'll update you.

Network Hours Availability: Please note that our reception team may offer you an appointment from another LB site when we are looking for a certain time of day or day of the week or something sooner than we can offer ourselves from BRS. Appointment availability includes services from HCAs, Practice Nurses, Nurse Prescribers and Physios.

Local Pharmacy Changes: We now have confirmation that the old Lloyds site (now Jardines) will remain permanently closed and Jardines will merge with Rosehill on the current Rosehill site. BRS will continue with the existing nominated pharmacy arrangements unless patients let us know that they would like to change to an alternative.

FIT tests: Please remember that this is a once weekly collection only from the team at the L&D Hospital. If your GP or Nurse prescriber has arranged this test for you, samples need to be handed in at the surgery by mid-afternoon to ensure they reach the lab for processing.

Current patient list size – 20,268 as at 31/1/24

New Telephone System

We will be replacing our telephone system in the next few weeks with a view to reducing wait times, offering a callback option rather than having to wait in a queue. Single click dialling of patients from their clinical notes reducing the risk of errors, e.g. with patients with similar names. Training sessions are imminent so we'll publicise more details in the surgery and on the website when the system is in place.



LEIGHTON-LINSLADE HEALTH CONNECTIONS HEALTH CENTRE, BASSETT ROAD – NEW SERVICES

Winter Pressure Minor Illness Clinics – must be prebooked via the surgery – only available on the day – they are held at different locations so ensure you know where you are going if given an appointment.

Additional First Contact Physio Appointments from 12th February – prebooked appointments via the surgery, plus urgent on the day needs – appointments at the Health Centre.

If you are between 25-30 years and over 59 years and have **missed your smear appointment – please expect a call from Amelia** as she reviewing all ladies who haven't attended yet.

If your child has missed their routine childhood vaccinations, please expect a call from **Amelia who is reviewing childhood immunisations.**

Colleen is reviewing the Carers List and inviting carers in for an annual health check. If you are a carer please make yourself known to the practice.

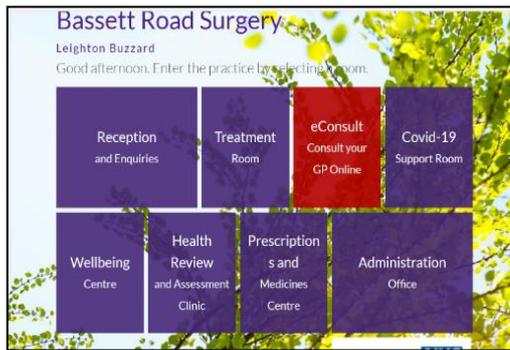
Lin is working with the practice Veteran Champion to highlight services and support for veterans. If you are a veteran, please make sure you let the practice know.

Call 01525 300780 regarding any of the services. More details are available on [Leighton-Linslade Health Connections](#) or Facebook [Leighton-Linslade Health Connections Facebook](#)

EARWAX CLEARANCE

We are pleased to report that the surgery now provides a service for earwax removal. The method used is ear irrigation, which is defined as '*flushing the ear with water*'. Patients need to book in with a Practice Matron in the first instance and the matron is then able to book the appointment for ear irrigation. Patients cannot book directly.

INTRODUCTION OF ECONSULT



Thank you for bearing with us while we get to grips with a new triage system called eConsult. This has been launched on the BRS website recently, and replaces the Consulting Room, Reception and Enquiries etc. All queries are now received via eConsult and passed on to the relevant professional for their response. This online triage system is being rolled out nationwide and has already proven a great success for triaging cases so that patients get support from the health care professional best able to help them with their need.

Having previously used the dashboard system, there will inevitably be some comparisons made (not always favourable) by both practice staff and patients, but as we get more familiar with the system you will now be directed to someone who can help with your enquiry ensuring valuable resources/support on any given day are used to maximum effect. Please remember that this tool is available during surgery opening hours only.

This system is to be used for non-emergency help only. In an emergency call 999 or for out of hours advice call 111.

NOTES FROM OUR DISPENSARY TEAM

- Due to the increase in patients, the volume of repeat medication requests has risen exponentially. For safety reasons, please note we currently **need at least 4 working days** to process requests.
- Reminder that **medications cannot be ordered via the telephone** – again, this is to ensure requests are processed safely and it also means the telephone line is constantly busy for those needing to make an appointment.
- If patients want to know if their medication is ready to be collected at the chemist, they need to **speak directly to the chemist**, we are unable to assist with these queries. Thank you

ARMED FORCES VETERANS



The surgery is pleased to be an Armed Forces Veteran friendly GP practice. This enables BRS to easily identify, understand and support veterans, ensuring we are equipped to offer the best care for them and their families. The surgery's Veteran Champions are Jackie H and Angie C.

ABDOMINAL AORTIC ANEURYSM (AAA) SCREENING is a way of checking if there's a bulge or swelling in the aorta, the main blood vessel that runs from your heart down through your tummy and is offered to men during the year they turn 65. For more info click [Abdominal Aortic Aneurysm screening - NHS \(www.nhs.uk\)](http://www.nhs.uk)

If you're a man and registered with a GP, you'll get a screening invitation in the post when you're 64 or soon after your 65th birthday. You can then arrange an appointment. If you're a man over 65 and have not been screened before, you can ask for a test by contacting [your local AAA screening service](#) directly or for Bedford appointments call (01234) 792207.



PHARMACY FIRST was launched on 31st January 2024. This enables community pharmacists to supply prescription-only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP. A record of the consultation will be made and shared with your GP. The conditions are:

- **Sinusitis**
- **Sore throat**
- **Earache**
- **Infected insect bite**
- **Impetigo** (a bacterial skin infection)
- **Shingles**
- **Uncomplicated urinary tract infections in women**

The following pharmacies offer this service:

- **Boots**, 49-53 High Street
- **Jardines**, 41 High Street pharmacy (not the 3-5 Market Square premises)
- **Grovebury**, Enterprise Way
- **Peak**, 17-19 Lake Street
- **Touchwood**, 47 Coniston Road
- **Tesco** – Vimy Road

TIBBS DEMENTIA



Tibbs Dementia Foundation is an award-winning local Bedfordshire charity who provide social activities for people living with dementia, and emotional support to dementia carers.

They have recently started two new groups in the local area. **The first is an activity group at Astral Park Community Centre.** This is held on the 2nd and 4th Tuesday of the month from 2.00-3.30pm. No booking is required, just come along. ** No group will be held on Tuesday 27th February due to the venue being unavailable that day**

The second group is an online dementia carer support group delivered via the Zoom app. This is held fortnightly on a Wednesday morning from 10am-11am.

Tibbs suggest a small £2.50 donation per person to help cover the costs of running these groups (if affordable). For any queries, to request the Zoom joining link or for a leaflet listing all the activities, please contact Louise Evans on louise.evans@tibbsdementia.co.uk

PARKINSONS UK

Monthly social and chat at Linslade Memorial Pavilion, LU7 2NZ

For more information contact 07712 760273 or sociallbparkinsons@gmail.com

Patient feedback on the newsletter

We would love to hear your feedback on the newsletter.

Did you find it useful and informative? Is there something you would like us to cover in future issues? Do you have a non-clinical question that you would like answered? If so, email us at bassetroadppg@gmail.com or leave a comment in the PPG Comments Box in the Waiting Room – with your contact details and we will get back to you.