



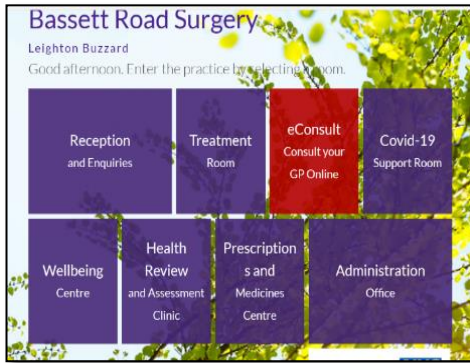
BASSETT ROAD SURGERY PATIENT PARTICIPATION GROUP



DECEMBER 2024 – NEWSLETTER



E-CONSULT – URGENT/SAME DAY APPOINTMENTS



Anyone who needs an **urgent/same day appointment** needs to request this online using the “**e-consult**” messaging system on our website. This is so the surgery can make sure you see the right clinician at the right time for your problem.

To avoid unnecessary delays in being seen, you may be offered a consultation with someone other than a GP, where appropriate, including our Matrons, Minor Illness Practitioners, Pharmacists, MSK practitioners and Physios.

How it works?

E-consult is available on the website from 7.30am to 4.30pm - Monday to Friday. If you need a same day appointment, please do your best to submit your request in this time frame. However, be assured that if a problem arises after 4.30pm, you can still call the surgery and your request will be reviewed.

If you are unable to access the internet, please call the reception team who will help you to complete your request, this will then be managed in the same way as online requests. Your request will be triaged promptly by one of our on-call GPs or Matrons who may recommend self-care advice, that you see your local pharmacist, or that you have a telephone or face-to-face appointment with a member of the BRS team.

Once your request has been triaged, a receptionist will contact you to arrange an appointment if needed. It might be that a routine or less urgent appointment is more suitable for you as these appointments allow you more time to discuss complicated issues. You are welcome to use e-consult to book routine appointments also as an alternative to ‘phoning.

Important - Please keep your contact details up-to-date, especially mobile phone numbers, and be available to answer them if you have submitted a request for an appointment. It is hoped the new system will provide you with a better standard of care, improve access for patients and reduce waiting times for routine appointments. ***Please give feedback on your experience with e-consult when using the service to enable the surgery and e-consult to make continued improvements.***

FINAL FLU AND COVID CLINIC ON SATURDAY 14TH DECEMBER

Eligible patients who still require their vaccine can call the surgery to book.

RSV (RESPIRATORY SYNCYTIAL VIRUS) VACCINE

The RSV vaccine helps protect against a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy and for adults aged 75 to 79 and can be booked via the reception team.



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

The PCN continues to grow in staff and services to support the practices looking after the population of Leighton Buzzard.

We have recently recruited 3 additional pharmacists on short term contracts to help with the medication and Long Term Condition reviews to ensure everyone has a timely review of their medication. At these reviews you will also be asked about your height, weight, blood pressure, smoking status and alcohol consumption. If you need an up-to-date measure of these areas, please give us a ring on 01525 300780 and we can book you in with a Care Coordinator who can facilitate this.

We have recruited an additional First Contact Physiotherapist to supplement our FCP team. You can be seen by an FCP for an assessment of your musculoskeletal condition without a referral from your GP. The FCP will do a thorough assessment and advise the next steps. This may be onward referral to a physiotherapist, or self-management. Ring your surgery and they can book an appointment for you.

We are looking forward to starting our Same Day Integrated Minor Illness Service in the New Year. This will be led by Health Care Professionals who are skilled in Minor Illness conditions. Appointments will be booked through your surgery, but you will be seen at the Health Centre. This will free up space within the surgery for them to use with their teams and centralise this care. The aim is to increase the number of clinicians running this service.

We continue with our other services; information about them and the PCN can be found here [Leighton-Linslade Health Connections | Bassett Road Surgery](#)



SURGERY OPENING TIMES CHRISTMAS AND NEW YEAR 2024/2025

Date	Surgery Opening Times	
Monday 23rd December	08.00-18.30	Should you need medical assistance outside these times, please call 111 Remember to order your repeat prescriptions in time for the festive period.
Tuesday 24th December	08.00-18.30	
Wednesday 25th December	Closed – Christmas Day	
Thursday 26th December	Closed – Boxing Day	
Friday 27th December	08.00-18.30	
Monday 30th December	08.00-18.30	
Tuesday 31st December	08.00-18.30	
Wednesday 1st January	Closed – New Years Day	
Thursday 2nd January	08.00-18.30	
Friday 3rd January	08.00-18.30	

Bassett Road Surgery and its PPG would like to wish you a very Merry Christmas and a Happy and Healthy New Year



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 bassettroadppg@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.