

LANGWORTHY MEDICAL PRACTICE

NEWSLETTER

Welcome to our winter 2018/2019 practice newsletter. We hope you have had a very Merry Christmas and wish all our patients a very Happy New Year!

We would like to advise that we have received the Pride in Practice Gold standard award for excellence in LGBT Healthcare. We are extremely proud to receive this award.

Charity and Wellbeing Events

In October we ran a Halloween cake morning to raise money for Ronald McDonald House. Lots of spooky and tasty cakes were baked by staff and patients and we raised an amazing £96.05. Thank you for your generous donations!

Our Christmas Jumper Day was held in December, £37.20 was raised for Save the Children.

December saw the return of our annual OAP and Carers Christmas party at St Sebastian's Community Centre where we joined with patients from other practices for food, music and fun. Father Christmas even made a guest appearance to give everyone a little gift!

Patient Participation Group

The practice runs a Patient Participation Group for our patients to keep up to date with any changes happening and for the practice to hear feedback about what works well or where we can make improvements.

If you would like to attend any of our meetings, please speak to reception.

Our next meeting is being held on 7th March at 6pm.

Patient Information

There have been some changes to the types of gluten-free products that can now be provided on prescription. These guidelines have been implemented by the CCG, and restrict the order of certain items. For an extensive list of what's available please see reception.

You can book appointments and order prescriptions online on our website. Please see reception for your username and password to log in.

If you have not had your flu jab yet please book yourself an appointment with one of our nurses or healthcare assistants.

As a practice we support victims of domestic violence. We now run a clinic with a qualified independent domestic abuse advocate. This is held here in surgery and is every fortnight on Tuesday afternoons. You can either make an appointment at reception or drop-in.

Missed Appointments

If you do not attend your appointment with a clinician this will be recorded as 'DID NOT ATTEND' (DNA).

DNA appointments cost the NHS money and time. Not only do they waste the time of the clinician and admin staff, but this will reduce the number of appointments that are available to other patients and extend the time until the next available appointment.

On average at Langworthy Medical Practice we have 70 missed appointments each week which equates to over 11 hours of wasted time.

Please ensure that if you cannot attend an appointment, you make every effort to inform us as soon as you can so that we can offer the appointment to someone else. You can cancel by telephone or online.