

 **LITTLE BUSHEY SURGERY NEWSLETTER**

**Spring/Summer 2019**

**EXPANSION OF CLINICAL TEAM**

**Dr Kripali Desai**

We are delighted to announce that in April Dr Desai, an LBS Partner for many years re-joined our practice as a GP retainer. She will be working at the surgery every Wednesday morning. Please contact the surgery to arrange an appointment if you would like to see her.

**Cathy Furbank**

Cathy joined our practice at the beginning of July as an Advanced Nurse Practitioner specialising in long-term conditions. She is a highly skilled clinician with many years of experience. Cathy is also able to prescribe medications and has the time and expertise to provide a streamlined patient experience for our patients with long-term conditions.

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**APPOINTMENTS**

You can book routine appointments by ***telephone*** OR ***on line***if you register for access to our on-line services. On-line appointments are available for GPs. Appointments first become available one week ahead and some on the day for medically urgent reasons.

Telephone appointments are available with the GPs and can be booked up to a week in advance. If your problem can be discussed by phone please consider this option.

If the doctor advises you to return to the surgery if your condition does not improve then you can return to see any of the doctors and they will be fully informed of your condition through your notes from your earlier visit.

If you have booked an appointment but are subsequently unable to attend or no longer need the appointment, please remember to **cancel** it so that another patient can be seen.

**ON-LINE SERVICES – Patient Access**

With our 24 hour on-line service you can now access our services from any computer or Mobile App. This is a 24 hour online service and you will be able to:

* Book/Cancel an appointment
* Order repeat prescriptions
* View your medical record, including consultations, medications, allergies, immunisations and investigations

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**FREE** NHS health checks - anyone who does not suffer from an existing health condition is entitled to a free health check if between the ages of **40** to **74**. Our practice invites people to come in to the surgery but you are also able to request a check if you have not been asked. At the consultation a blood test is carried out, followed by a 30 minute check-up with an HCA or Nurse one week later. An NHS health check can help prevent the development of conditions such as *Diabetes*, *kidney problems*, *heart problems,* etc and also picks up symptoms of underlying ailments. More information can be found at [www.nhs.uk/nhshealthcheck](http://www.nhs.uk/nhshealthcheck).

**Dr Ganguly** currently runs an early morning surgery every **Monday** from **7.00am-8.00am** for commuters.

**New Clinic:** There will be a dedicated Commuter and Children’s clinic late afternoons every Thursday with Dr Ganguly from **4.30pm-7.00pm.**

**Are you a Carer?**

If you provide support to a partner, child, relative or friend who could not manage without your help, then you are a Carer. If you have not registered here at the surgery as a Carer, then please speak to reception. We can offer support, help and refer you onto other organisations to help support you in your caring role.

**Young Carers**

If you are aged 18 or under and help look after someone in your family at home because they are disabled, have been ill for a long time, have a mental health problem, drink too much or take drugs, then you are a Young Carer. It can be hard to look after a loved one and you may not be able to do some of the things your friends can do. You may feel worried or stressed sometimes - You are not alone. If you inform us we can offer support and refer you to ***Young Carers in Herts*** or you can contact them directly on ***01992-586969*.**

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**Patient Participation Group (PPG)**

PPG is an independent group of surgery users who care about the way our surgery works and the service it can provide.

If you are interested in joining our PPG or would like more information, please email: lbsppg@virginmedia.com