



Welcome to the Lambert Medical Centre Newsletter.



Happy New Year

The Partners and practice team wish you a very Happy New Year and 2024. We would like to extend thanks to everyone who sent kind wishes and gifts for us over the Christmas period.

News from the surgery:

Daffodil Standards - These national awards recognise those who improve patient experience and quality of care during difficult times. We are very proud to announce that Dr Lindsey Raeburn won 'GP of the Year' for her focussed work and passion for improving End of Life Care for patients and Julie, our Care Coordinator was highly commended in the 'Best GP Practice Clinical Team member' category. Both Linsey and Julie do a fantastic job supporting patients and families affected by advanced serious illness, end of life care and bereavement.

Dispensary – If you order your medication from our Dispensary - due to drug shortages and delivery issues we request that you allow 5 working days for us to prepare your repeat medication. The Dispensary staff will notify you via text when your order is ready for collection. You can order via the NHS APP or by popping your request in the box in the reception area at the surgery. Please remember we cannot take requests over the telephone.

Staff – We have welcomed a few new members to the team, some with roles you may not be familiar with. We thought it would be helpful to include some information about some of these roles. When the Reception team ask the nature of your problem, they may direct you to one of these members of the team:

Physicians Associates - Billie

Physician Assistants (PAs) are trained as generalists and have a professional qualification with the Faculty of Physician Associates. They perform tasks such as obtaining patient medical histories, performing clinical procedures and clinical examinations, diagnosing diseases and formulating medical management plans. PA's work alongside doctors providing medical care as an integral part of the multidisciplinary team.

Trainee Nursing Associate – Abbey

Trainee Nursing Associate (TNA's) deliver care under the supervision of a registered Nurse. They perform and record clinical observations, support wound care management, conduct vaccinations and immunisations, promote health and wellbeing, as well as advising and signposting patients to other services and practitioners where appropriate. They attend university whilst they are training and when their training is complete, they are registered with the Nursing and Midwifery Council.

First Contact Physiotherapist

A First Contact Physiotherapist (FCP) will assess, diagnose, treat, and manage musculoskeletal problems. They work independently and are registered with the Health and Care Professions Council. They can perform diagnostic investigations and will signpost or refer to other services where this is appropriate.

Care Coordinator – Julie

A Care Coordinator provides coordination and navigation through the care system. They facilitate joint working across organisations for improved patient care and can provide information on and can signpost to social care and voluntary services.

Our Care Coordinator supports our vulnerable patients' groups.

Clinical Pharmacist – Gemma and Andy

Clinical Pharmacists are registered with the General Pharmaceutical Council and provide medication advice to patients and other healthcare professionals. They carry out medication reviews, independently prescribe and de-prescribe, answer medication queries, and are involved with long term condition management.

Pharmacy Technician – Corina

Pharmacy Technicians are registered with the General Pharmaceutical Council and work with the Pharmacy team, advising patients on medicines, conducting medication reviews, managing prescriptions, performing medicine reconciliations, as well as supporting the Clinical Pharmacists.

DNA's

Throughout December we had a total of 95 missed appointments across the clinical teams. We would like to see this number reduce so more patients can be seen.

Please remember to cancel your appointment if you no longer need it.

Patient Feedback

Thank you for providing feedback following your appointment. Of the responses received during December over 93% rated the service they received as good or very good. We don't always get it right and we value all feedback so we can continually improve.

Storage Container

In our last newsletter we explained about the storage container we have on site at the bottom of the car park behind a fence. We had been asked to remove the container and we were seeking support with our appeal to the Independent Planning Inspector to retain the container in order that we didn't have to give up a clinical room for storage. We are pleased to report that our appeal has been successful, and we would like to thank everyone who took time to submit letters of support.

Accessible information

[Easyhealth](#) is a website where you can find 'accessible' health information. 'Accessible' information is information that uses easy words with pictures. There are over 500 leaflets on Easyhealth, made by many different organisations.

Car parking at the surgery

We have limited parking at the surgery. We try to keep our spaces for staff and for patients whilst they attend their appointment.

The entrance and car park have been extremely congested recently while the Lambert Hospital next door is being renovated. We have asked that workmen refrain from using our side of the car park whilst recognising that we all need to support the work being done.

Please bear in mind that we cannot guarantee there will be spaces when you attend the surgery.

Dry January

January is an ideal time for a clean sheet. If you've had a festive season steeped in alcohol, then 31 alcohol-free days in January might be just what your body needs.

<https://alcoholchange.org.uk/help-and-support/managing-your-drinking/dry-january>

To support you with Dry January, you can download the Try Dry app. The Try Dry app helps you track any changes, access support and monitor your progress, all from your phone.

<https://alcoholchange.org.uk/help-a.../dry-january/get-involved/the-dry-january-app>

70% of people who 'go dry' for January report better sleep, and 66% report having more energy. At such a tough time of the year, most of us could use better sleep and more energy. Why not give it a try?

<https://alcoholchange.org.uk/help-and-support/managing-your-drinking/dry-january>

Cervical Cancer Awareness Week, 22nd - 28th January

Cervical cancer mostly affects women under the age of 45. Almost all cervical cancers are linked to infections with certain types of human papillomavirus (HPV). The NHS now offers vaccination against many types of HPV. If you're under 25 and you missed having the vaccination when you were aged 12-13, then you may be eligible for immunisation. <https://www.nhs.uk/conditions/vaccinations/hpv-human-papillomavirus-vaccine/>

Anyone who has a cervix can get cervical cancer. If you're having vaginal bleeding or discharge that's unusual for you, or pain during sex in your lower back, hips or pelvis, you should seek an appointment with a member of your GP practice team. While there are many reasons why you might have these types of symptoms, it's important to rule out some causes.

<https://www.nhs.uk/conditions/cervical-cancer/>

parkrun

Have you considered parkrun and decided against it because you don't think you're up to running? Whether you're a runner, a jogger or a walker, parkrun welcomes you and wants to support you on your journey.

<https://support.parkrun.com/hc/en-us/articles/201853881-Can-I-walk->

parkrun is a brilliant and supportive way to participate in a FREE event that helps get you out and about. You'll never come last at parkrun, and whether you have support needs or children, there is a parkrun for you.

<https://www.parkrun.org.uk>