

# Patient Participation Group

## Newsletter

Autum/Winter 2017

### Update from Langley Health Centre

Members of the P.P.G. attended a recent 'Health and Wellbeing' workshop arranged by the Slough Clinical Commissioning Group. The underuse of medical screenings and available immunisations in the Slough Borough was brought up. As patients of Langley Health Centre please take up all screening and immunisation programmes that are available to you and your family.

**Listed below are some of the more common screening and immunisation programmes:**

- **Breast Cancer Screening**
- **Bowel Cancer Screening**
- **Cervical Cancer Screening**
- **Flu Immunisation (annually)**
- **Shingles (age related, to be checked)**
- **Pneumococcal Vaccine (Pneumonia)**
- **M.M.R. Vaccination (Measles Mumps and Rubella)**

Early diagnosis generally leads to a better outcome and could indeed be life saving. For further information please ask at reception.

Langley Health Centre is pleased to announce they will be continuing with the weekend service.

**The hours will be 9am-1pm Saturdays and Sundays.**

### D.N.A. (missed appointments)

Are you aware, for example, that there is a cost to your NHS of a "DNA". These are appointments made but not kept or not cancelled, a "Did Not Attend". We all pay for these even though there is no 'up front' cost directly to the patient.

**If you need to cancel an appointment, telephone**

**01753 544288**

### Our Aims are;

- to improve and extend Systems and Services provided to patients.
- to be a voice for patients
- to put forward your suggestions and ideas.
- to explain the terms and general issues and address any concerns patients may have.

### Meet the Group

The PPG currently consists of Tina, Divya, Iwona, Richard, Doreen, Sandy, Elisabeth and Irving as active members and we would like to meet you if you are interested in becoming a member of the group. Please call **07981 932 086** and leave your name and number and we will contact you.

### Telephone System.

There is now a new telephone system at LHC – When you dial **01753 544288** you will reach a menu giving you a choice according to which service you need. **PLEASE LISTEN** to the choices and then follow the directions for the correct department. A gentle reminder – please do not let any of the precious extra appointments now available via the new Extra Hours Service "go to waste" ; if you cannot keep your booked appointment, for whatever reason, do **REMEMBER** to telephone and use the new service **TO CANCEL!!**



There are still a large number of patients who do not attend their appointments. **PLEASE** ensure you cancel your appointment if unable to attend. (See page 1)

There might be confusion regarding an available/bookable appointment with “your” GP; you may well be asked to wait for longer to see a named GP, which is your choice, rather than accepting an earlier appointment with any GP at the LHC.

### **Urgent Care Clinic**

LHC now hold an Urgent Care Clinic between 9am and 1pm on MONDAY, TUESDAY, THURSDAY and FRIDAY. They are pre-bookable on the day by phone or at reception for 5 minute timed slots.

### **Langley Health Centre Website**

Information on all of LHC’s services is available on the website. Alternatively, there is a Practice Leaflet available from reception.

**[www.langleyhealthcentre.co.uk](http://www.langleyhealthcentre.co.uk)**

### **Health Matters**

**Winter is coming! Have you had your**

**Flu Jab yet?**

Please ask at reception about the Walk In Clinics as well as booked appointments.

**Langley Health Centre**

**Next Coffee Afternoon will be held in  
October**

**Watch out for the date.**



### **Text Reminder**

Please make sure the Langley Health Centre (LHC) has your up-to-date mobile telephone number, you will be sent a message to remind you of your appointment 24 hours in advance. PLEASE make sure we have your CORRECT name, address and all contact telephone numbers. Keeping us informed of any changes helps us to serve you even better!

### **Patient Participation**

We’ve set up a virtual Patient Participation Group to gather your views about how the practice is performing.

Please pick up a form from reception and leave us your email address.

We’ll contact you every now and then to ask you a question or two concerning the surgery.

CHANGES TO TEST RESULTS TIMES:

WILL BE MONDAY-FRIDAY, 11AM-1PM

Any queries on the content of the newsletter –please refer to Kulvinder Dyal, Practice Manager.



Non Emergency Service  
For 24 Hour Advice Call

**111**