

Coronavirus (Covid-19) Precautions and Booster Jabs

Face Masks

Unless you are medically exempt, for your safety and for the safety of others, please continue to wear a face mask when you attend an appointment at the surgery.



Booster Jabs

Covid booster jabs will be offered to over 50s and the clinically vulnerable (cohorts 1-4). If you have received a letter from the NHS inviting you to a clinic in your area, please do take this up. More information can be found about boosters on the NHS site [here](#).

Note that there needs to be a 6-month gap between the second Covid jab received and the booster. Please do not phone the surgery to ask for your booster as this service is run by a different part of the organisation and unfortunately we are unable help.

Flu Vaccine Clinics

We have now had our final adult flu vaccination deliveries, so please book an appointment on-line or by telephone with a nurse for your flu vaccination. We also have plenty of child nasal flu vaccine in stock.

Surgery News

Staff News and Changes

We would like to extend a warm welcome to the new members on our team!

- **Dr Seema Malvankar** has joined as a GP.
- **Rebecca** has joined the Medical Reception team.
- We said a sad farewell to **Jenny** our Health Care Assistant, and a warm welcome to **Lauren** who has taken on the Health Care Assistant Role and is also our Student Nurse.
- **Kirsten** who has been working as a Medical Receptionist is now also trained up and doing Phlebotomy.
- **Nicky** will be joining us in November as a Physician Associate under the supervision of Dr Rob Derrick.

Test Results

We would like to remind patients that the times for calling the surgery to receive your test results has changed and you should now call between the hours of 11am and 4pm. Thank you!

Missed Appointments



Missed GP appointments cost the NHS around £216 million per year which equates to approximately £35 per appointment. **The cost to this surgery so far for 2021 is over £15,620.** Please don't waste valuable appointments that could be given to another patient. If you are unable to attend or no longer need to see someone, please cancel appointments with at least 24 hours notice by calling us on 01892 530 329 or emailing us at lonsdale.medical@nhs.net. Help us to help you!

Patient Information Opt-Out

If you do not want your personally identifiable patient data to be shared outside of your GP practice for purposes other than your own care, you can register an opt-out with your GP practice, known as a Type 1 opt-out. Please fill in and return the Type1 opt-out form to the surgery.

For more details, please read the information on our website or go to <https://digital.nhs.uk/services/national-data-opt-out> and click on 'Set your opt-out choice'.

Prescription Ordering

Prescription ordering has changed. If you would like to order a prescription, you can now do this via the NHS App or by emailing kmccg.prescriptions.lonsdale@nhs.net. Processing time is 3-5 days.



Surgery Closures

Essential staff training will take place in the afternoon of Wednesday 10th November so the surgery will be open for emergencies only during that time.

New Out of Area Patient Policy



Lonsdale surgery had to close our lists earlier in the year as demand had begun to exceed our capacity. Our practice began accepting patients again in August and our numbers are rising very fast. Now more than ever it is important that we manage our patient base and follow our practice policy regarding people who live outside of our practice boundary. Lonsdale Medical Centre is not a participant in the Out of Area Patient Scheme and therefore we are not obliged to retain patients living outside the practice boundary.

It is with regret that now, when it is brought to our attention, a patient living outside of our practice boundary will be contacted and requested to register with a practice more local to them. Those identified and contacted will be given a month to make new arrangements to register with another practice before being removed from our list. Those who choose to move surgeries within that timeframe will have their records electronically transferred to their new surgery automatically by Primary Care Services England (PCSE) and their treatment will continue with the new practice. Patients who wait to be removed from our list will be notified by PCSE and their notes will be returned to PCSE for safe keeping until such time as they register with another GP surgery. Patient notes will then be forwarded by the PCSE to the new surgery.

We would love to keep everyone on our list who wishes to remain with us, but in order to provide the best service we can, we need to manage the patient numbers to ensure that workloads remain within safe levels.

Voice of the Patient Participation Group (PPG)

These are incredibly tricky times in terms of healthcare, and you'll have seen in the news that the situation is difficult all across the country. Things are similar at our Lonsdale practice: huge surge of patient demand, long waiting times for appointments, frustration at breakdowns in communication between the different organisations (surgery, hospital, consultants etc...), and the list goes on.

Losing our temper is never helpful, and long arguments on the telephone mean that other patients can't get through. And missing appointments without cancelling means that someone else misses out and makes the problem even worse.

=> So what to do? Join us in thinking creatively how we can help the staff at Lonsdale help us better. Because the more patient voices we can get, the better our ideas will be!

Patient Participant Group (PPG)



The aim of the Lonsdale Medical Centre PPG is to give patients of the Surgery an opportunity to become actively involved with the doctors and staff in planning and developing new services and to take an active interest in their own healthcare. If you would like more information on the value of this group, please go to www.napp.org.uk (N.A.P.P. is the umbrella organisation for Patient Participation Groups).

If you would like to join our PPG, please email: lonsdale.medical@nhs.ent or sign up using the form on our website.