

The Lennard Surgery NewsLetter

December 2024



Our PPG NewsLetter!

Welcome to our second newsletter. The exciting news since the first newsletter is that the new telephone system called Surgery Connect is now live!

In the first couple of weeks we have received feedback from patients about the Call Back function - "called this morning, pressed 1 for a call back, that arrived shortly after. Great improvement. Great work team"

The Call Back function is activated once there are 10 or more patients in the queue. Once you have selected a Call Back you will be sent a text message with link for you to let you see where you are in the queue. The team will call you back once you have reached the front of the queue and assist you. We hope that those patients who have contacted the surgery since the 'go live' date have found it easier to do so.

Christmas and New Year Opening and Closing Time

- 19/12/2024** Cut off for repeat prescriptions
- 21/12/2024** Open for pre-booked appointment only
- 22/12/2024** CLOSED
- 23/12/2024** Open as normal
- 24/12/2024** Open as normal
- 25/12/2024** CHRISTMAS DAY - CLOSED
- 26/12/2024** BOXING DAY - CLOSED
- 27/12/2024** Open as normal
- 28/12/2024** CLOSED
- 29/12/2024** CLOSED
- 30/12/2024** Open as normal
- 31/12/2024** Open as normal
- 01/01/2025** NEW YEARS DAY *CLOSED
- 02/01/2025** Open as normal
- 03/01/2025** Open as normal



The Lennard Surgery

IN OCTOBER 2024

Our Care Navigation Team handled over 4540 telephone calls and 482 Patient Triage (online appointments)

Between our GPs, Trainees and Students we provided over 1,863 appointments
Our GPs triaged 77 patients for a home visit and 59 patients had a home visit

Collective Action

As members on the Avon LMC to let you know about the changes to our practice services. They are part of the necessary Collective Action by General Practice in Bristol, North Somerset and South Glos. For more information on how this will affect the services offered to you in the next couple of months please visit our website -

<https://thelennardsurgery.co.uk/collective-action/>

Update -Flu Clinic

Our flu clinic was a tremendous success as we have been able to vaccinate over 1400 patient on the day who were either over the age of 65 or were clinically at risk.

If you were unable to make the mass flu clinic date, please contact reception to book into our mop up clinics at the practice.

Did you know?

There is a wealth of information on our website including the ability to order repeat prescriptions and submit Patient Triage forms.

www.thelennardsurgery.co.uk

Social Media

We have a Facebook Page which posts up to date information about what is happening at the Practice such as staff training and vaccination programmes as well as information about local groups offering support such Dementia Awareness, health initiatives and statistics on numbers of telephone calls and appointments made.
Lennard Surgery Facebook

If you “like” a post on our Facebook Page, you will receive more notifications.

Give us your feedback!

Let us know what you would like to see on our next NewsLetter
Email lennardsurgery@nhs.net with suggestions.

Travel Vaccinations

Some of our patients have asked about travel vaccinations. This is something the surgery can offer but there can be a charge for some as they are not provided under the NHS. Please contact the surgery after 11am roughly 6 weeks before travel to start the process.

Healthy Living Healthy Minds

Do you want to improve your mood by making better lifestyle choices, such as getting in a good exercise routine or healthier eating?

The Healthy Living Healthy Minds (HLHM) programme is designed to help you improve their mental wellbeing by improving aspects of your lifestyle. The aim is to help you make positive changes to your lifestyle you through 1-1 telephone support with a Health and Wellbeing Coach. You can also choose to take part in our online or face to face physical activity sessions.

There is a huge amount of evidence that shows improving lifestyle factors can improve mental health. HLHM will look at your current ability to incorporate physical activity, healthy eating and healthy habits in your daily life, and any concerns, anxieties, or long term conditions which are making those activities more difficult. At the end of HLHM programme you will understand the importance of achieving a healthier lifestyle and will have achieved realistic goals tailored to your needs.



Initial Appointment

Once your therapist has referred you to this programme, we will contact you to book a 45 minute initial appointment. This will include an in depth discussion about various aspects of your lifestyle, including setting new goals tailored to you. We will also complete some exercise safety screening questions if you take part in our physical activity sessions.



Programme

After your initial call, we can offer up to 6 x 30-minute tailored telephone sessions alongside your therapy and until the point where your therapy is complete. This is where we will review your goals, discuss any difficulties you're having in achieving them, and set new goals at your pace.

We can offer you a variety of virtual exercise classes suitable for any level, including boxercise, strength at home, stretch & relaxation etc. You may also attend of our in-person group physical activity sessions with our Health and Wellbeing Coaches in the community.



You can complete our online classes from the comfort of your home. All you need is a laptop/computer, tablet or smart phone with a stable internet connection to access these sessions.

How do I contact you?



0333 200 1893



enquiries@vhg.co.uk



vitahealthgroup.co.uk

Making People Better

Services provided by
vita
health group

Did you know...

If you need to cancel your appointment you can do this by calling our main telephone number and using the automated service. This service will check or cancel any upcoming appointments you have.