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End of the Roadmap

Since March 2020 your practice has been carefully risk assessing patients, providing treatment in the safest way. Covid-19 has been a truly devastating virus in many respects and we continue to review and update the way we support you through this time. Responding to the changes of 19th July 2021 the intercoms have gone and you can walk straight into the practices. At Asplands the touch screen is running for you to book in, and once again reception can speak to you at the desk. We will continue to dispense from the window for a while as we manage queuing. At Woburn, reception and dispensing can be accessed from inside as usual.



Please continue to protect each other by wearing a face mask, using hand sanitizer and maintaining social distancing. If you have a fever or new cough then we will ask you to wait outside and be seen in our Red room.

Online Consultations

One amazing result of the last 18 months is all the new ways we have been available to you. While sometimes a face to face appointment is the best way to let us help, we have been delighted at how popular the online consultations have been. The flexibility this gave so many patients means we are retaining this service and enhancing it by using an new provider: Klinik. Available soon on our website, online consultations allow you to give us lots of information about your needs and add photos enabling us to get you the best care quickly. Look out for this launching on the website.



“you really are amazing, friendly, organised, highly skilled, truly dedicated and wonderful!! I can't thank you enough”

Recent patient quote

NEW PHONE SYSTEM



We have listened to patients' concerns about our telephones. In October we will introduce a new telephone system which is going to make calling much more effective for everyone. From queue busting call backs to quickly contacting a specific team; listen out for the changes coming.

**Flu and Covid Vaccinations** Thanks to the incredible support we have had, we have reached the end of a very successful vaccination program for Covid 19. This would not have been possible without our volunteers and the community traffic marshalling team. We are so proud that through the PCN Ascent, and the three practices working together, we have delivered over 17,500 Covid vaccines. We are now in negotiations with NHS England to give our community the much talked about boosters alongside flu vaccinations. We'll be in touch as soon as we know more.



When is your birthday?

Birthdays are a great opportunity to focus on yourself for once. We listened to feedback about how often some of you have to visit us for reviews. Your wellbeing is really important to us so we have moved a number of patients over to an annual review of long term conditions and blood tests in their birthday month. It's been so successful that we are extending this to everyone and we will continue to develop it so your number of visits reduce but the care within each visit is more meaningful. Look out for a letter or text message with a questionnaire which will help to focus your consultations.

# WE NEED YOU



Our Volunteers are a highly valued link between the Surgery and Patients

## Thank You

We're overwhelmed by the kindness and support from people in our community during this challenging time. You gave us your time, making a huge difference to the way we were able to carry on treating our patients. Whether you volunteered at one of our vaccine clinics, volunteered to deliver equipment or medication, marshalled cars in the British weather or dropped off a delicious treat keeping everyone sprits high, we can't say it loud enough, so thank you from everyone here! We've also received so many cards from patients, an example reads "a special thank you to those who volunteered we feel very blessed to belong to Asplands, there's nowhere better."

From a volunteer:

"I was overwhelmed by the kindness I was showed when I volunteered at the vaccine clinic. Whilst I was helping patients, I never realised how much it would help me! I've had fun while knowing I've made a difference. I felt useful during the pandemic when I had felt hopeless, thank you!"

## Join Your Patient Participation Group

Asplands Medical Centre and Woburn have had a loyal PPG for many years. These volunteers have worked hard to guide the practice but have decided that it is time for other to take the reins. We would like to take this opportunity to extend our thanks to these volunteers.

A Patient Participation Group (PPG) is a group of patients and carers who meet to discuss practice issues and patient experience to help improve the service. It's open to all our patients and represents the wide diversity within our patient community. This group is **for** you, **run** by you. It has a core team of volunteers who act as the collators of information and pass this on to the surgery. It also relies on a wide group of representatives from different communities to let them know what patients need the most. It doesn't require lots of meetings, just an interest in your community and getting its voice heard. Do you participate in a group that would like a voice here at the Practice? Do you like listening to views and communicating those to others? If you would like to learn more about this [click here](#) and we'll send you some more information. We can't wait to meet you!

Alternatively e-mail [bedccg.asplands.ppg@nhs.net](mailto:bedccg.asplands.ppg@nhs.net)

Please note this link cannot help with medical queries.

## Ways To Get Involved

- Help restart your PPG and represent the patient voice
- Get on to our volunteers list
- Get involved with new Menopause and Spirometry groups at the surgery

## We're So Excited!

We've been working hard to bring new services into the practice.

If you are female and between 40 and 60 years old, look out for an e-mail soon as Dr Cusack is heading up our new **Peri-Menopause and Menopause service**. If you haven't seen it already, watch Davina McCall's TV show: Sex, Myths and Menopause available on the All4 channel. We're shouting loud about how we can help you, and we're definitely listening!



Do you have a little spare time? It could be an hour a month or longer, but our volunteers do more than just give us their time. They expand our understanding of our community and help us help you. If you would like to join our e-mail list [click here](#) and see how you could help, and become part of the family.

Alternatively e-mail [asplands.surgery@nhs.net](mailto:asplands.surgery@nhs.net)  
Please note this link cannot help with medical queries.

