

# Burton Latimer Medical Centre

## Spring Newsletter 2019



### Missed Appointments

Nationwide, around 13 million GP appointments and 6 million practice nurse appointments are missed each year.

During January and February at Burton Latimer Medical Centre, we have seen 212 missed appointments due to patients not attending a booked appointment. The shocking statistic is that we have also seen that 35 emergency **same day appointments** have been wasted by patients not attending even though they claimed it was an on the day emergency.

These appointments are for people who have a serious on the day emergency and by taking an appointment and not attending, it is stopping other patients who are in dire need of seeing a clinician on the day.

We understand there may be many reasons patients are unable to attend an appointment. All we ask is that patients let us know. You can do this by calling us on 01536 723566, text CANCEL to the SMS message you get confirming your appointment or you can cancel online. This will allow us to offer the appointment to another patient.

Where patients fail to attend appointments without a genuine reason they risk being removed from our patient list and will have to find an alternative GP.

### Online Services 16+

Following feedback from our patients, we have now reduced the age for our online patients to 16 years of age.

There are benefits of having an online account are::

1. Booking appointments without phoning up
2. Ordering / changing prescriptions
3. Checking test results

If you would like to register as an online patient please bring in a form of photographic identification and we will process your username and password straight away.

### Flu Update

Its not too late to book for a flu jab.

We still have vaccinations available for those who are under and over 65.

Even though winter is over, it is still important to have the flu jab.

If you would like to book an appointment, please speak to one of our receptionists

### Cervical Screening

The number of women attending cervical screening in the UK is falling, with over one in four women not attending when invited. Attendance is currently at its lowest in 19 years.

Cervical cancer can be prevented and we are keen to play a role in increasing awareness of cervical screening and encouraging women to attend this potentially life-saving test.

We run clinics on a Monday and Thursday at Burton Latimer Medical Centre and Thursday mornings at Finedon Health Centre. If you cant make these days, please speak to a receptionists about an alternative day.

## Kettering HUB—Extended Access

Extended Access is provided by GPs, Practice Nurses, Paediatric Nurses and other clinicians both inside and outside of core General Practice opening hours in Kettering.

Times appointments are available are as follows:

- 4pm - 8pm Monday to Friday
- 8:30am -12.30pm Saturdays
- 1pm - 5pm Sundays (video consultation only)
- 8:30 - 12:30 Bank Holidays

All appointments are located at:

Prospect House  
121 Lower Street  
Kettering  
Northants  
NN16 8DN

If the HUB times are better for you, then please request this when booking your appointment.

The GP Hub will be staffed by GPs and Practice Nurses from local practices. If you would prefer to see your usual GP or Practice Nurse, please book an appointment with us during our normal opening hours.

The HUB appointments will be helpful to patients:

- Who finds it difficult to attend an appointment during the working day
- Who are working parents with children
- Who are reliant on working carers to take them to appointments

Please note: The community GP Hub appointments are for routine general practice issues and not urgent care. If urgent care is required please call the NHS 111 service for advice.

## FREE NHS Health Check

We have been working with Kettering Borough Council to improve the information we give out to our patients who receive an NHS Health Check.

In partnership with Kettering Borough Council, we have designed a new information card that gives patients information on what health and fitness activities are going on in Kettering borough, such as walking football, health walks and Activity on Referral.

If you are eligible for an NHS Health Check, you will receive a letter or text from us inviting you to attend. NHS Health Checks are for patients aged 40 to 74 with no underlying health issues.

[www.burtonlatimermedicalcentre.co.uk](http://www.burtonlatimermedicalcentre.co.uk)

Burton Latimer Medical Centre: 01536 723566 Finedon Health Centre: 01933 680223