

Dear Patients

Welcome to the first patient newsletter. During 2024 the patient participation group – Friends of Lister (our PPG) has met on a six weekly basis to discuss topical issues that are related to patient care and how we deliver services at the practice. The number of members attending the Patient Group has grown over the last 12 months and we would encourage anybody who is interested in joining to please come forward and speak to a member of staff who can pass your details onto the management team.

The PPG meeting provides a helpful forum for patients to give their views, and the practice truly appreciates all our members.

As you are aware the NHS is undergoing several challenges, in particular trying to balance being able to provide an effective standard of care whilst the finances available to General Practice Surgeries across the country are reducing. This is a continual battle, and one that we can only tackle with our patients supporting the practice and the staff.

Accessing appointments and practice capacity

Since November 2023, the practice has adopted a system known as total triage. We commenced this in response to an NHS England request for practices to engage in digital solutions.

Triage is a process that requires patients to submit information via an online form outlining their medical problems and for a duty triage team to assess the urgency of the request. That team will then provide a suitable response such as offering an appointment or giving advice.

Patients who are unable to complete the online form can ask the reception team to submit forms on their behalf. Each day we have a set number of appointments, and the triage team will establish who requires emergency appointments and which are routine.

Website

Further information on how to use the triage system can be found on the Lister Medical Centre website (www.listermedicalcentre.com) along with other useful information which includes how to use the NHS App.

The website includes details on the clinicians currently working in the practice, along with the practice mission statement and minutes of patient participation group amongst other things.

The date for the next PPG meeting is Monday the 3rd February 2025 at 3.15pm to be held in the meeting room upper level Lister Medical Centre. It would be great to see new membership.

Wishing you all a peaceful and healthy Christmas and New Year.

Yours sincerely,
Dr Fernandes and all at Team Lister

A message from the practice manager – Karen Cakmak

Dear Patients

I can't believe how quickly this year has passed!

If a week is a long time in politics (as they say) a year in general practice feels like a lifetime! There are so many changes, even on a daily basis and this reminds me of what we went through during the pandemic. Our whole NHS was under so much pressure, and we are still feeling the effects of this with the reduction in funding and the consequential waiting lists for hospital appointments and treatment. This inevitably has a knock-on effect to general practice and often patients will contact us to ask us to chase the hospital for their appointments. Unfortunately, we have no control over this, so we signpost patients to the relevant contact numbers (which are on our website also).

We have been undergoing change ourselves and working hard to make improvements to our service provision. We continue to make progress and hope to be able to give further updates on this in the coming weeks and months.

On a really positive note, it has been great to have so many more patients joining the Friends Group – from the practice perspective it's so informative to hear patients' views and listen to their feedback. We can't deal with individual concerns or complaints at the meetings, but we do try to answer general queries that all patients might find useful and following on from feedback we have introduced this newsletter. We will be developing this over time so if there are specific aspects you would like covered, please do send your ideas in. (Please email contact.lister@nhs.net) or drop a note in at reception for my attention.

We also arrange for speakers to come to our meetings and recently we have had presentations on the NHS App, the community practice consultation scheme (CPCS) and our own senior clinical pharmacist.

We would be very happy to learn of any other areas you would like to hear about. Again, please do get in touch if so.

The staff at Lister are frequently praised for their hard work and dedication and I would like to pay tribute to them here. Without our staff we couldn't provide essential services to you and without our patients we wouldn't have a practice – that's why it is so important that we collaborate and support each other in these often-difficult times.

Thank you for your understanding and patience.

I would like to wish you all a very happy Christmas and season's greetings. We hope you have a restful and joyful time and look forward to a healthy and productive 2025.

Yours truly
Karen Cakmak
Practice Manager
Sent on behalf of the whole Practice Team

A message from our patient group

The present members of our PPG 'FRIENDS of LISTER' group are here to support the management and the practice.

At our meetings, we can put forward ideas and discuss any improvements that can possibly be made to the services. We offer and provide feedback to the Practice on many topics.

Many of us have appreciated efficient care and medical support over many years and decades.

The discussions at our meetings are open and in a friendly manner and visiting doctors and other professionals are most forthcoming to respond, e.g. we were familiar with the poor condition of the phlebotomy chair and are delighted to know that this has been rectified.

The group meets every 6 weeks on a Monday, at 3.15 pm. We are aware that this day and time may not necessarily be suitable for all patients, but different days and times have previously been tried.

We are inviting other patients to join and share their experience, while appreciating the reliability which our present members as well as professionals have shown in attending the meetings.

Greetings on behalf of the 'Friends of Lister.