



LEDBURY HEALTH PARTNERSHIP
PATIENT PARTICIPATION GROUP

Ledbury Health

The newsletter of Ledbury Health Partnership
Patient Participation Group

Winter 2025

Practice News

Welcome to Walter!

Dr Walter Umeukeje, who you may have met while he has been completing his training at the Practice, is now a qualified GP and has joined the team at LHP. He will be working on Mondays and Thursdays and will have his own patient list. We are delighted to welcome him.

Immunisations

The **Winter Covid** vaccination season is now over, and the next round of boosters will start in the Spring. Patients eligible for the Spring booster are those over age 75, those living in a care home, and anybody who is immuno-suppressed.

Flu jabs can continue until the end of March, so if you are eligible to receive one and have not had it yet, please contact the surgery to book an appointment.

This also applies to the **RSV jab** - if you are eligible (aged 75-79 or pregnant), please contact the surgery to book an appointment.

Also available are the **Shingles** and the **Pneumococcal vaccinations**. Please consult the NHS website for more information and for the eligibility criteria:-
<https://www.nhs.uk/vaccinations/>

Group clinics

The Diabetes group clinics are proving to be a huge success, with excellent feedback from patients who find them informative and encouraging in the management of their health. The Practice are planning to increase the number of clinics from one to two per week in order to offer the service to more patients.

Klinik

From the 1st March LHP is introducing a new online system for patient queries. You will no longer need to call at 8am to try to book an appointment that day as all appointment requests will be reviewed by the clinical team on the day that your request is submitted. You will then receive a response by text message or by telephone; this might contain advice about self-care, or advice to discuss your concerns with a pharmacist. If the clinical team feel that an appointment is necessary, you will be offered either a same day appointment for urgent problems, or a routine appointment if it is less urgent.

If you do not have access to the internet, or if you are not digitally aware, please don't worry. You can still phone us, or visit the Practice and talk to the Reception team. Members of the PPG will also be on hand at times to help patients to navigate Klinik.

There will be more Klinik news and guidance to follow. Information will be posted on the LHP website, and leaflets will be available for our non-digital patients.

Give your opinion on child immunisations

In 2025 Healthwatch Herefordshire will be working on a new project to hear from parents and care givers about child immunisations. If you would like to share your experiences or give your opinion please contact Healthwatch on 01432 277044 and ask for Amy.

Help travelling to NHS Services?

If you don't have good access to transport, it can mean missing out on health check-ups, routine screenings, and appointments for treatment such as chemotherapy.

What help is available?

If you can't travel because of your medical condition you may be



eligible to use the Non-emergency Patient Transport Service which is funded by the NHS for patients who, due to their mobility needs or medical condition, are unable to travel safely by other means or need the support of PTS staff for the journey.

This service is available to any patient (and escort, if needed) registered with a Herefordshire GP, provided they meet the eligibility criteria. For more information go to <https://hwpatienttransport.co.uk/> or ask at the surgery.



Are you using the Patient Portal? What do you think?

As many people will be aware, a new patient portal called **'My Health and Wellbeing'** was launched in August at Wye Valley NHS Trust. Since then, patients with a forthcoming outpatient appointment have been invited to join the portal to view their appointments and clinical letters digitally, instead of receiving them in the post. New features were added to the portal soon after the launch, which enable patients to also request to cancel or rearrange their outpatient appointments too.

NHS Herefordshire and Worcestershire ICB would like to hear the views of patients who are using the portal to manage their appointments and clinical letters and would like to find out **how easy the portal is to use, whether patients can quickly find the information they need, and what additional features would make the portal even better.**

To share your feedback on the patient portal, whether it's positive or negative, please email elizabeth.barnwell@nhs.net

Do you use any of the local pharmacy services? Have Your Say!

Your Feedback Matters! Your input helps shape better pharmacy services across our community. By sharing your experiences, you can influence real, positive change!

Why Participate?

- Your views directly impact future improvements.
- Ensure your voice is heard and counted.
- Help your community benefit from services tailored to its needs.

Spread the Word:

Encourage friends, family, and neighbors to participate!

Join a Focus Group:

We seek a small, diverse group of volunteers for deeper discussions. Make an even bigger impact!

Visit bit.ly/30XDQxh or scan the QR code to share your views!

Together, We Build Better Services!

Get Involved! Complete the Survey:

Take a few minutes to provide valuable feedback.



Action for Happiness

Action for Happiness is a registered charity whose aim is to help people create a happier world, with a culture that prioritises happiness and kindness.

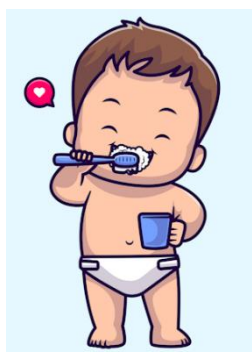
They do this by getting people together to learn skills for happier living, feel a sense of belonging and commit to personal action to create more happiness, both for themselves and others.

They produce a monthly calendar with suggestions for happiness such as "Get back in contact with an old friend", "Get outside and notice five things that are beautiful" or "Learn something new and share it with others".

For more information go to <https://actionforhappiness.org/>



How to take care of your baby or toddler's teeth



It's important for your child to have healthy teeth. They help them eat, speak, and smile confidently. Milk teeth also help to align and space their permanent teeth. Once your baby's first milk tooth breaks through, it's time to start

showing them good dental hygiene.

You can help your child maintain a lifetime of healthy smiles by teaching them good dental habits, such as regular brushing and not eating or drinking too much sugar.

Food and drink for healthy teeth

Having healthy teeth and gums means eating and drinking the right things. It's not just about the amount of sugar in food and drinks, it is also how often they are consumed.

Fizzy drinks, soft drinks, juice drinks and sugary squashes can all lead to tooth decay. The best drink for your child is unflavoured milk or water. Only give breastmilk, infant formula or cooled water in a bottle to your baby (water can be given at around 6 months old). Use an open cup or a free-flow cup without a valve to help your baby learn to sip (it's also better for their teeth). If your child needs medicine, ask if there's a sugar-free option. Babies under 1 year of age do not need snacks. If you think your baby is hungry in between meals, offer extra milk feeds instead.

Don't encourage the use of baby bottles after your baby is 1 year of age; don't give juices or sugary drinks in a baby bottle; don't add sugar to food or drinks given to babies and toddlers and don't give sugary snacks between meals or at bedtime.

Help and support

Getting into the teeth brushing routine can take time, so talk to your midwife, health visitor or other health professional if you have any concerns.

Do you have an opinion on palliative or end of life care?

NHS Herefordshire and Worcestershire are keen to hear from a wide range of people including those who live, work, care, or receive NHS services in these areas. In particular they would like to hear from people receiving palliative or end of life care and those in the last year of life, as well as those caring for someone who is, with a view to improving services.

If you would be willing to share your experience and opinion please complete their survey. Deadline for responses is 9.00am, Monday 3 February 2025. All responses will be anonymous unless you choose to give your details. To complete the survey go to <https://www.surveymonkey.com/r/PalliativeEOLCStrategy> or for more information go to <https://www.hwics.org.uk/get-involved/involvement-opportunities/palliative-and-end-life-care-strategy>.

Help with an eating disorder

There are an estimated 1.25 million people in the UK with an eating disorder. If you're worried about yourself or someone else, seek help as quickly as possible, as this gives the greatest chance of a full recovery. Eating disorders are complex mental illnesses that anyone can develop.

Someone with an eating disorder might limit how much they eat, eat lots of food at once, get rid of the food they've eaten by making themselves sick, fasting, doing lots of exercises, or some combination of the above.

Seeing a healthcare professional is the best way for someone to receive help but this can be a very difficult or daunting step. Encourage them to get help or offer to go along with them as support.

BEAT, the UK's eating disorder charity, has advisors who can give information, advice, resources and support.

Helpline: 0808 801 0677

help@beateatingdisorders.org.uk



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The next meeting of the PPG will be on Wednesday 26th February, 6.00pm at Ledbury Methodist Church, in person or online via Zoom. To register for the Zoom link, please email ledburyhealthppg@gmail.com



LIDL Planning Application



LIDL have made a Full Planning Application No. P242783/O for a retail Store, a children's nursery, together with an Outline

Planning Application for a Medical Centre with 53 parking places, on land adjacent to Leadon Way and Dymock Road.

Presently in Ledbury there are 1285 dwellings recently built, under construction or approved which makes this is a timely application so LHP can move to premises better suited to the growing population. A similar application by Lidl some three years ago failed and was not supported by Ledbury Town Council and was subject to objections from Ledbury residents on the basis that they would prefer a town centre location for a new health centre, but we should remember that LHP also serves a significant rural population.

Patients living outside the town generally need to drive into Ledbury and need somewhere close to the surgery to park. This also applies to elderly or disabled people living in Ledbury who currently have no parking space close to the Practice.

The PPG strongly supports this application and asks that all patients reading this do the same. It is important that the Council is made aware of community support for the proposals. We know that letters of support can make the difference to ensure plans are approved. You can comment via the planning portal by visiting

https://www.herefordshire.gov.uk/info/200142/planning_services/planning_application_search/details?id=242783&search-term=242783

or write to - Hereford Council Planning Services PO Box 4 Hereford HR4 0HX **BEFORE 28 January.**

HEY, YOU – I'm talking to you!

The PPG would like to hear from LHP patients in their 20s, 30s, 40s and 50s.

Currently most of the people actively involved in the PPG are older than this!

We urgently need representation from younger people, people with children still at home, disabled people, people from minority ethnic communities, young mums and dads....

Most people have something to say about health services, whether it's good or bad, so why not say it in a forum where it may help improve things.

It isn't a huge commitment - generally only about an hour a month - so if you would like to get involved, please get in touch via:

ledburyhealthppg@gmail.com