Newsletter from Friends of Leacroft

|The voice of Leacroft Medical Practice's Patients|

Our health and well-being matter | Email: fol@friendsofleacroft.org



March-2025

Unlock Convenient Healthcare with the NHS App

The NHS App offers a simple and secure way to access a range of NHS GP services right from your smartphone or tablet, putting you in control of your healthcare journey. Let's explore the **top three useful features** for managing your everyday healthcare needs:

- 1) Repeat Prescriptions at Your Fingertips: Request your repeat prescriptions through the app in just a few taps. No more rushing to the surgery or waiting on the phone. You'll receive notifications when your prescription is ready to collect from your nominated pharmacy.
- 2) Access Your Medical Records: Take a more active role in your health by accessing your medical records through the app. View your test results, immunisation history, and other important health information, all in one secure place. This empowers you to have more informed conversations with your doctor.
- 3) Booking Appointments Made Easy: After filling out the appointment form online and depending on the nature of your urgent medical condition, the NHS App allows you to view available appointments at our GP practice and book them directly, 24/7. Need to reschedule? That's easy too, giving you flexibility and control over your schedule.

Ready to get started? Simply search for "NHS App" in your app store (Apple App Store or Google Play Store) and follow the easy setup instructions. For more detailed information and support, please search "NHS App" online.

While the NHS App is convenient for most patients, there is still a small portion of patients who do not have access to digital technology; therefore, the traditional option to call or visit the reception remains available.

Patients' Diary Events March

March-2025

Dates	Time	Event	Venue
Every Thursday morning	From 10.00am	Our weekly Social stroll is open to all patients and is subject to weather conditions	Meet outside the surgery
Wednesday 5 th	2.00pm - 3.30pm	Afternoon Tea at the Revive Café	The Charis Centre, West Green RH11 7EB
Tuesday 18 th	10.00am - 11.30am	Coffee morning with Bingo and catch up at the surgery.	The Surgery
Tuesday 11 th , 18 th & 25 th March	1.45pm – 2.45pm	Pilates Classes *	The Surgery
Saturday 29 th	10.45am	Film The Best Exotic Marigold Hotel — Please leave your name with the reception. Hot drink and cake provided by the surgery.	The Surgery

(*) Unlike all other events, which are free and open to all Leacroft patients, the paid Pilates classes are fully booked and available only to patients who have indicated an interest.

The Practice Patient Services Team

In February's newsletter, we introduced the role and responsibilities of the GP Practice Manager. Continuing the theme this month, we focus on the **Patient Services Team.**

Patient Service Advisers play an important role as the first point of contact between patients and the practice. They provide information about services and test results and direct you to the appropriate healthcare professional based on your inquiries. Patient Services Advisers are responsible for booking most patient appointments with GPs, nurses, and other healthcare staff. They also

perform essential administrative tasks, including issuing repeat prescriptions, handling prescription inquiries, maintaining patient records, and helping patients with any enquiry they may have about their health and healthcare.

The Patient Services Team works hard to ensure the smooth running of the practice, helping to provide you with the best possible care.

Feedback and Complaints

The word cloud below illustrates the daily conversation at the practice, which serves nearly 15000 patients. On a monthly average, the practice handles 6400 calls, 4700 online requests, 5300 face to face appointments



and issues 22000 medications. If you've recently had a good or bad experience with our practice, please leave a detailed review of your experience at:

https://www.leacroftmedicalpractice.nhs.uk/practice-information/give-feedback-or-make-a-complaint/