

Newsletter from Friends of Leacroft

| The voice of Leacroft Medical Practice's Patients |

| Our health and well-being matter |

Email: fol@friendsofleacroft.org



LEACROFT
Community Hub

July-2025

Digital Exclusion in Healthcare: What It Means for Patients?

Today, so many parts of daily life rely on the internet—whether it's booking a GP appointment, doing your shopping, or accessing information. But did you know that up to 1 in 4 of our population, at any time, may be experiencing digital exclusion? This means that many patients may struggle to manage their healthcare simply because they can't go online. It's not just about access—things like age, finances, health issues, education, and confidence with technology can also make things harder. This creates an unfair gap. Some patients get better access to care than others. And that's not right.

At Friends of Leacroft, we believe everyone deserves equal access to healthcare, whether they're online or not. We'd love to hear your thoughts on how we can make things better for all patients. If you have suggestions, please email us using the address above or leave a note at reception (FAO: Friends of Leacroft). You don't need to include any personal medical details—just your ideas. Everything will be kept private. Together, we can help shape a fairer, more inclusive healthcare system for everyone.

Patients' Diary Events July-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 2 nd	2.00pm - 3.30pm	Afternoon Tea at the Revive Café	The Charis Centre, West Green RH11 7EB
Saturday 12 th	From 10.00am	Trial Saturday Social stroll – subject to weather conditions	Meet outside the Surgery
Tuesday 15 th	From 10.00am	Coffee morning with Bingo and catch up at the surgery.	The Surgery
Saturday 26 th	10.45am	Film Pretty Woman – Please leave your name with the reception. Hot drink and cake provided by the surgery. Future screenings: August - The World's Fastest Indian	The Surgery

All events are free and open to all Leacroft patients.

Jot down key points from the conversation. If you forget to ask something or symptoms change, don't hesitate to contact the surgery again. Continuity and communication are vital for good care.

A message from Leacroft Medical Practice

"All partners and staff at Leacroft would like to say a big thank you to the Friends of Leacroft for their ongoing efforts in organising and running social events for our patients.

Your support plays a valuable role in building a stronger, more connected community at our practice."

Getting the most out of your appointment

1. Prepare your questions and priorities in advance

Think about what's bothering you most and write down your top 2–3 concerns. Appointments are usually brief, so prioritising helps you focus and ensures the important issues don't get missed.

2. Bring relevant health information

Bring a list of current medications, allergies, and any recent test results or hospital letters. Sharing this can help prevent unnecessary duplication and speed up diagnosis or treatment decisions.

3. Be honest and specific

Clearly explain your symptoms, even if they feel embarrassing or unrelated. Mention when they started, what makes them better or worse, and how they're affecting your daily life.

4. Ask questions and clarify next steps

If something isn't clear, ask the GP to explain again in simpler terms. Before leaving, make sure you understand the next steps—whether that's taking medication, booking tests, or waiting for a referral.

5. Follow up and stay engaged in your care

A Friendly Meet & Greet with Patients

On 23/6/2025, the Friends of Leacroft held a Meet and Greet in the surgery waiting area to connect with patients. The event aimed to raise awareness of Patient-Led Activities, invite new volunteers, and gather patient feedback on services.

Through relaxed, informal chats, many patients shared their thoughts. Around 4 in 5 patients said they used the online appointment system or telephone booking, and they were pleased with how efficiently these systems worked. They also praised the reception team's helpfulness.

Attendees could provide their email for a chance to win a £10 gift voucher. A winner will be selected soon. Thank you to all who participated; your input is greatly appreciated!

For further information please email us at: fol@friendsofleacroft.org