

St Luke's Primary Care Centre Newsletter

Issue 02

December 2024

Flu and COVID Vaccine Update

A huge thank you to our dedicated team who administered a total of **3,545** flu vaccinations this season, **206** of these were housebound patients.

We held 2 weekend clinics at the practice. Without the commitment of the staff and Patient Participation Group who give up their weekends we would not be able to operate the clinics.

Feedback received from patients stated that the weekend clinics were very busy and not in individual clinic rooms. We run the clinics at a very fast pace to be able to administer as many vaccines as possible, we will ensure there are more seats available next year should anyone need to sit down while they're waiting.



Please note.....

If you're trying to get through to the practice during our busy times and you hear the message;

"Our telephone lines are at capacity"

This does not mean we have no appointments available; this means our call queue is at capacity, please hang up and redial to secure a place in the call queue

Staffing Updates

Welcome to the practice;

Kate Practice Nurse
Timea Care Navigator
Dr Pemathilake (Ranjula) GP
Pete Site Supervisor

Farewell to;

Dr Hene who will be relocating in January, we wish her all the very best.

Congratulations to;

Nurse Toni who gave birth to a healthy baby boy last month



Text Cancellations

Many of our patients are commenting that they're cancelling appointments via text message but being recorded as did not attend.

The system will only cancel your appointment if it is within 2 hours of the text message and you only write **CANCEL**, the system will not pick up a detailed response



**We value your feedback, please
leave a review on NHS Reviews**

Did you know?

Our patient list size is 23,530

In November 9,522 appointments were offered

258 appointments were not attended. This equated to 53 clinical hours

46,839 telephone calls were made into the practice 8,767 calls were answered, 79.1% of calls were redials

1,986 callbacks were requested, 22 were unsuccessful as the patient was not reachable



Don't leave your prescription request to the last minute!

Please ensure you order any prescriptions before 17

December to avoid any delays

Our prescription team are very busy at this time of year and they appreciate prescription requests as early as possible

Patient Participation Group

We have a very active Patient Participation Group at St Luke's, the practice and the PPG have a very good working relationship and strive to improve the practice for the good of the patients. If you're interested in finding out more about the PPG please contact Sue via dustonppg@gmail.com

Also keep an eye out for their very own notice board which will be going up in reception soon.

Zero Tolerance

We are committed to providing a safe, welcoming, and respectful environment for all patients, visitors and staff. We operate a Zero Tolerance policy towards any form of abuse, aggression or harassment. Any inappropriate behaviour may result in removal from the practice list

Do more with the NHS App!

- Order repeat prescriptions
- Book appointments
- View your records
- And much more...



On behalf of the partners and staff at St Luke's Primary Care Centre we wish you a Happy Christmas and a prosperous new year

CHRISTMAS OPENING HOURS

The practice will be closed on the following dates;

Wednesday 25th December

Thursday 26th December

Monday 1st January

We will be operating our usual hours 8.00am – 6.30pm Monday – Friday outside of these dates

If you need medical assistance while the practice is closed, please contact 111 or visit your local pharmacy