

St Luke's Primary Care Centre

Newsletter

Issue 01

October 2024

Welcome to our Newsletter

Please read on for practice updates, tips for self-care, details of any local support groups and organisations. Newsletter will be published bi-monthly and available online and in the practice.

Follow us on Facebook

Please search for St Luke's Primary Care Centre



We regularly post information such as site closures. Telephone problems and much more including NHS help and wellbeing information.

Did you know?

Our patient list size is 23,463.

In September 30,923 telephone calls were made into the practice

8.2% of calls received were not picked up from the queue (caller hung up)

1,754 callbacks were requested only 19 were not successful.

Phone Line Tips

Our phone lines are busiest at 8.00am when we first open and 2.00pm when our afternoon surgery opens.

If you are calling with a general, non-urgent query please wait and call later in the morning or afternoon, only call in at 8.00am and 2.00pm if you are needing an urgent same-day appointment.

If our phone lines say "We have reached capacity" this **does not** mean there are no appointments left, this simply means the call queue has reached capacity, you should redial to secure a place in the queue.

Are your contact details up to date?

If you change your contact details such as your telephone number, please let our reception team know as soon as possible so we can ensure your record remains up to date.

We are reducing the amount of post we send out from the practice and will endeavour to communicate via text message unless you tell us otherwise.



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

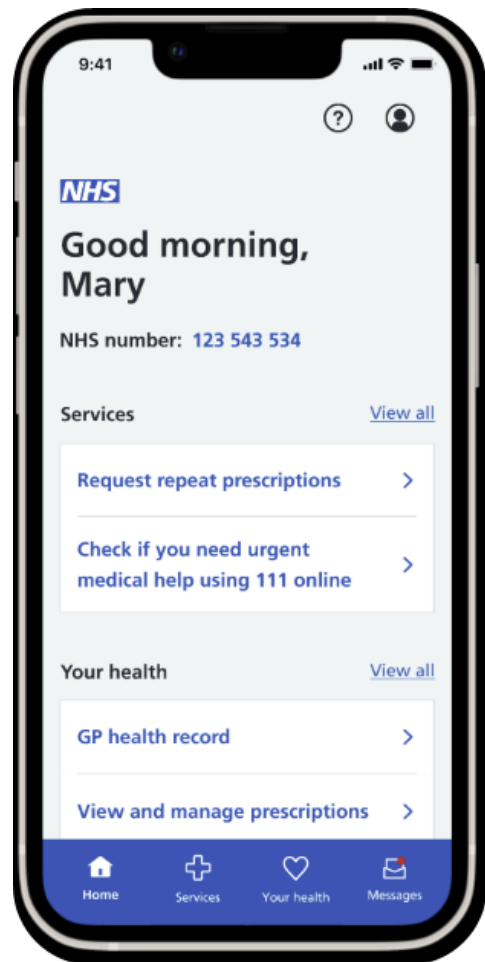
The NHS App

Owned and run by the NHS, the app enables people to access digital health and care services.

Available to anyone 13 years and over who is registered with an NHS GP Practice in England.

It's a safe and simple way to access a range of NHS services on your smartphone or tablet – anytime, anywhere.

Download the NHS App yourself:
<https://www.nhs.uk/nhs-app/>



Patient Participation Group - PPG

The PPG is a friendly group of people who have common objectives to support our practice to.

- Provide a link between the practice staff and patients.
- Give patients a voice in the organisation of their care.
- Provide two-way feedback to the practice.
- Act as a 'critical friend' that can be consulted on service, development and provision.
- Assist the practice by arranging voluntary groups or support within the community.

If you'd like to get involved contact dustonppg@gmail.com



It's Flu Season!

We have started our vaccination programme for this year!

Great news, we are also offering the COVID vaccinations, supplies **may** be limited please do bear with us on vaccination days.

If you are

Over 65 years of age

Clinically vulnerable aged 6 months – 64 years

Child under the aged 2 to 17 years

Call us to book in 01604 587918