Healthwatch Luton Review of GP Services:

The Patient Experience

More than half the people interviewed during our review of GP services in Luton said they could not get an appointment when they needed one, while a third had difficulty getting through to the surgery on the phone.

With the help of our Volunteer Champions we completed 962 patient surveys across Luton and Healthwatch staff visited and assessed all 39 doctor surgeries in the town.

The results also showed that 26 practices do not have easy access for wheelchair users and 28 do not have a hearing loop system in place.

Only four were judged to have sufficient privacy in the reception area and 32 surgeries kept patients waiting more than 15 minutes after their appointment time.

On the plus side, a significant 88 percent said staff were helpful and understanding and 89 percent had confidence and trust in their doctor.

We are pleased that 90 percent said that, overall, they were happy with the quality of care, service and treatment they received although only 80 percent would recommend their surgery to other people and 71 percent rated their surgery as good or excellent.

A report for each GP surgery has been created and includes a response from the surgery along with their timescales for implementing the recommendations issued by Healthwatch Luton.

We are now in the process of meeting with Practice Managers at each surgery to discuss and support the process of implementing our recommendations.

For a copy of your surgery report and a copy of our overall findings, call us on 01582 817060 or view online at http://www.healthwatchluton.co.uk/gp-report
A huge thank you to the following organisations for working with us over the last few months:

- Embrace Life Luton
- Centre for All Families Positive Health (CAFPH)
- Luton Sixth Form College
- Limbury Baptist Church Women’s Evening Fellowship (pictured below)
- Africa UK Radio
- Civil Service Pensioners Alliance

We are also pleased to have been able to engage with people at the following events:

- Official launch of LGBT Links Luton
- One Vision Youth Event at the University of Bedfordshire
- Voice the Conference hosted by POhWER
- EACH Project Open Dialogue Workshop, Luton Community Health Forum and Centre for Youth & Community Development
- University of Bedfordshire Volunteers Fair
- Health & Wellbeing Fayre, Blenheim Crescent hosted by Building Blocks Children’s Centre

Thank you to the following organisations for registering with us over the last few months:

- Keech Hospice Care
- Age UK Bedfordshire
- GUM Clinic, L & D Hospital
- Luton LGBT
- Luton Borough Council Community Safety Team
- British Heart Foundation
- Refugee & Migrant Development Association

Healthwatch Luton is one year old!

Come along and join us to celebrate our first anniversary and Annual General Meeting on
Friday 27th June 2014
6pm-8pm
at Luton Irish Forum
102 Hitchin Road
Luton LU2 0ES

This event will be an opportunity to celebrate the work of our Champions and look back at the difference we have made

Food and drink will be provided
RSVP before the 20th June 2014
BOOKING REQUIRED:
Tel: 01582 817 060
Email: terri.brooks@healthwatchluton
Or by registering online at:
http://www.healthwatchluton.co.uk/content/events
96% of Patient’s are happy with Luton Pharmacy repeat prescription services.

We recently spoke to people about their experience of using the pharmacy repeat prescription service. The service allows pharmacies in Luton to collect and dispense a patient’s repeat prescription without the patient having to contact their GP.

96% (194 people) said they were really happy with the service.

**What is your experience of the pharmacy repeat prescription service?**

Please call 01582 817060 or visit [www.healthwatchluton.co.uk](http://www.healthwatchluton.co.uk)

**Did you know…**

Most pharmacies in Luton also provide a service called “Medicine Use Review”.

If you are on repeat medication and have a long term condition you may be eligible for a free consultation with your pharmacist to make sure you are on the correct medication and are getting the best treatment possible.

**Care in the Home:** Healthwatch Luton is in the process of preparing a review of the quality of Care in the Home services in Luton. Do you receive or know someone that receives personal care or support services from a Homecare Agency? If so, please get in touch with us today.

**L & D Hospital Inpatient and Outpatient Experience:** Healthwatch Luton is in the process of preparing a review of the L & D Hospital Inpatient and Outpatient service. If you have an experience that you would like to share please get in touch.

Contact Details are:

Tel: 01582 817 060
Email: info@healthwatchluton.co.uk
or alternatively contact us via our Website: [www.healthwatchluton.co.uk](http://www.healthwatchluton.co.uk)
Health and Social Care Services

- We can provide information and advice to people about local health and social care services and understand choices available to them
- Help people access services within the local community
- Provide information, location and contact details of services within Luton
- Signpost local people to appropriate support services

Healthwatch Luton Board Meeting

Tuesday 24 June 2014
6.00pm—7.30pm
At Luton Irish Forum, 102 Hitchin Road
Luton   LU2 0ES

An invitation to all members and the general public to join us at our next meeting.

Tel: 01582 817060
Email: info@healthwatchluton.co.uk
Web: www.healthwatchluton.co.uk

Future Board Meeting dates for your diary:

Tuesday 23 September 2014
Tuesday 16 December 2014

Impact MH
‘Promoting the Positive’

Mental Health Peer Support Service in Luton

Offering peer support in the form of structured sessions, focusing on your health and wellbeing, working together to increase recovery opportunities.

Contact Impact MH for information on 2014 programme dates

Telephone: 01582 611079
Visit: www.impactmh.org.uk