

St Luke's Primary Care Centre Newsletter

Issue 03

March 2025



Spring COVID Booster Vaccinations will start from April 2025

- Aged 75 (from 1 April 25) and over
- Care Home Residents
- Immunosuppressed

Look out for your invites coming out soon via the national booking service

DO NOT call the practice to book



Prebookables

If you do not need to see a clinician urgently on the same day, consider calling after 8.00am and 2.00pm when call volumes are high

If 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;

Ashley – Care Navigator
Zoe – Secretary
Dr Rasheed Amusa – GP
Dr Aduke Adegbite - GP

Farewell to;

Nurse Veronika Hargreaves

Congratulations to;

Physicians Associate Linnet who gave birth to a healthy baby boy



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 not** cancel your appointment if it is **less than 2 hours** until your appointment time you must also only write **CANCEL** in the reply, the system will not pick up a detailed response

Did you know? In February

The practice received **52,931** telephone calls, **18,099** calls were received between 8am and 9am, **16,854** were received between 2pm and 3pm

3,052 callbacks were requested, **33** were not successful as the call was not answered by the patient

In February **9,138** appointments were offered

212 appointments were booked and not attended

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

Look out for updates on their noticeboard in reception



Bank Holiday Closures

The practice will be closed on the following dates;

Friday 18th April
Monday 21st April
Monday 5th May
Monday 26th May

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



Change to Prescription Processing Times

Please allow 4 working days for all prescription requests

Right to Choose

The practice receives a lot of requests for Right to Choose Referrals for assessment of ADHD and Autism. Please see the following websites for more details on Right to Choose and what is required;

<https://www.nhs.uk/using-the-nhs/about-the-nhs/your-choices-in-the-nhs/>

<https://adhd.uk.co.uk/right-to-choose/>

Not all providers registered with Right to Choose will support with medication and treatment, the practice **does not** have a shared care arrangement to manage medication issued via this pathway

Minor Surgery Available!

We offer minor surgical procedures from skin excisions to cyst removals; our team may be able to help!

If you have any lumps or bumps, you'd like removed please email us at;

northantsicb.contact.stlukesduston@nhs.net

A member of our Minor Operations Team will be in touch.

! Please do not send photographs !