

Long Furlong Medical Centre

November 2025

Welcome to the Long Furlong Newsletter

Please tell us if you have any feedback about this newsletter or ideas for content in the next issue by emailing bobicb-ox.pm.longfurlong@nhs.net

Practice News

Dr Neal Tucker started at the surgery as a Salaried GP on Tuesday 4th November. He will be working on Tuesday.

Emma Slatter has joined the Administration team.

Samita Limbu, Sinead Webb and Vicky Hall have joined the Patient Services team.

Please note: all appointments with the Nurse or HCA can be booked by phoning the surgery on 01235 522379.



This is a link to an exercise referral scheme for those living with long term health conditions. The referral would be to a local leisure centre and may include swimming, gym-based exercise, and water-based exercise classes.

[Better Health With Everyone Active - Everyone Active - www.everyoneactive.com/better-health-everyone-active](http://www.everyoneactive.com/better-health-everyone-active)

Segmentation

You may notice a test result appear in your NHS app referring to Johns Hopkins adjusted clinical groups score. Johns Hopkins segmentation system is a simple way of categorising patients based on their specific health needs. It helps us as a practice understand the individual needs of our patients based on their health and wellbeing to support personalised care and ensures you get the right support in a timely way.

For more information, please follow this link: [Segmentation](#)

Parking at the Surgery

Please note there are waiting restrictions indicated by a yellow line outside the main entrance to the surgery on Loyd Close. You can only stop to load or unload, if required.

Your Patient Participation Group

Who We Are

Your Patient Participation Group (PPG) presently consists of 16 patients. 12 are able to attend our quarterly, on-line "Teams" Meetings, 4 are email only members. All are volunteers, who support and influence healthcare at Long Furlong Surgery by offering the patient's perspective. At our meetings we are joined by a GP Partner and the Practice Manager.

What We Do

Our purpose is:

- To provide a patient perspective of the practice
- To gather views and feedback from patients we ask you to give your views about issues at the practice and possibly upcoming changes at the meeting or by email.
- To help improve the experience of patients attending the surgery.
- To improve communication through the practice website as well as through notice boards, emails, texts and social media.
- To share ideas to help patients to take more responsibility for their own health and to help improve the services offered by the practice.
- To act as a representative group that can be called upon to influence the local provision of health and social care.
- We have a low volume of emails with an occasional flurry if there is an important issue to discuss.
- In summary, it is a low time commitment activity with occasional emails and an occasional flurry if there is important information to discuss. There is no obligation to attend the quarterly meetings with the Practice.
- We meet online quarterly and that meeting takes up to 90 minutes
- It is important to mention that we have recently introduced an occasional face-to-face social meeting for coffee.

What the PPG Doesn't Do

- We do not deal with personal medical issues or complaints, as there are already well-established procedures that deal with these.

How can you become a member?

All patients of Long Furlong Surgery are able to become members of the Patient Participation Group. There is no membership or joining fee and no training is required. The level of commitment required is up to you. If you wish to:

- Join us, give us your views/feedback or just find out more.

Please email the PPG at bobicb-ox.ppg.longfurlongmedicalcentre@nhs.net or leave your details at reception for the attention of the PPG Secretary.

We are very keen to recruit younger patients and patients with young families.

Message from the chair of the PPG:

I am currently reviewing the operation of the PPG with the aim of improving its assistance to the wider patient group and also the Practice management. If you have any suggestions on what you would like the PPG to offer, based on 'what we do' above, please e-mail me using the e-mail address shown above.

If any changes are needed, once they are agreed, a poster, together with a one-page handout will be available at the surgery detailing any changes to its operation. Thank you

What does the NHS App do?

Use the NHS App to:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data



Over the last year 910 appointments have been missed, that equates to 180 hours 41 minutes of wasted appointment time

This included 191 GP appointments missed
133 hours of other clinician wasted time which

Missed appointments
INCREASE THE WAIT
for appointments for
EVERYONE

If you are unable to make an appointment or no longer need it

Just let us know!

Multiple missed appointments can result in written warnings, discussion at practice meetings and possible removal from the practice list

Did you know?



In the last 5 years GP practices have lost funding worth over £660 million.

We're not allowed to use the poor funding we have to recruit more GPs or more practice nurses.



**This is why
you struggle
to see your GP**

**General Practice is being broken.
We know you deserve better than this.
GPs Are On Your Side.**

Choose the right service

Help us help you



Self-care at home

Treat headaches, coughs and colds, small cuts and grazes at home.



Use NHS 111

Feeling unwell? Need medical advice?
GP practice or dentist closed?



Visit your local pharmacy

For emergency supply of repeat medicines.
Advice on minor infections and ailments.



Contact your GP practice

For persistent symptoms, concerns about aches and pains. Vomiting. Asthma.



Visit a minor injury unit

For sprains and strains, broken bones.
Minor scalds and burns. Minor head injuries.

999

Call 999

Please only call 999 in a life-threatening emergency.

Physical activity for adults and older adults



Benefits health



Improves sleep



Maintains healthy weight



Manages stress



Improves quality of life

Reduces your chance of

Type II Diabetes

-40%

Cardiovascular disease

-35%

Falls, depression etc.

-30%

Joint and back pain

-25%

Cancers (colon and breast) -20%

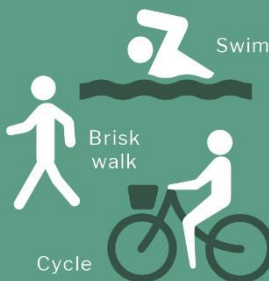
Some is good,
more is better

Make a start today:
it's never too late

Every minute
counts

Be active

at least
150
minutes
moderate intensity
per week
increased breathing
able to talk



OR
or a combination of both

at least
75
minutes
vigorous intensity
per week
breathing fast
difficulty talking



to keep muscles, bones and joints strong

**Build
strength**

on at least
2
days a week



Gym



Carry heavy
bags



Yoga

Minimise sedentary time

Break up periods of inactivity



Bowls

Tai Chi



Dance

For older adults, to reduce the
chance of frailty and falls

Improve balance

2 days a week

UK Chief Medical Officers' Physical Activity Guidelines 2019

RETURN UNWANTED MEDICINES TO A COMMUNITY PHARMACY FOR SAFE DISPOSAL



WHAT CAN BE RETURNED?

- ✓ **Prescription medicines**
e.g. tablets, capsules, liquids, creams, ointments, inhalers etc.
- ✓ **Over-the-counter medicines**
e.g. painkillers, cold and flu remedies, antihistamines etc.
- ✓ **Unwanted or expired medicines**
even if partially used or out of date
- ✓ **Controlled drugs**
may need to be handed in separately from other medicines in **the original container** and signed over to the pharmacy team

WHAT CANNOT USUALLY BE RETURNED?

- ✗ **Needles, syringes, sharps**
these need to be placed in a special "sharps bin" for safety reasons.
Please contact your local council to arrange collection
www.gov.uk/request-clinical-waste-collection
- ✗ **Non-medicinal waste**
e.g. chemicals, veterinary products, dialysis kits, paints, solvents, oil, batteries, pesticides or garden chemicals
Please contact your local council for advice on the safe disposal of items listed above.

Removing the outer packaging e.g. cardboard boxes and patient leaflets, before returning medicines to the pharmacy can also reduce the volume of medicines waste which needs to be destroyed.

These can be recycled through general household recycling schemes, remember to remove labels which contain your name and address etc. before recycling.