



# Long Buckby Practice Patient Newsletter

Spring 2021

Working together to improve end of life care



## Have you had a blood test or any other tests recently? If so, do you know the result?

You must always find out the result of your test and please never assume it is normal. The majority of results are normal, but very often the doctor will want to speak to you again as further treatment might be necessary. Not obtaining your results may delay your treatment.

All patients are asked to obtain their own results, and this can be done by either ringing reception any weekday after 11am or logging on to your online account. Most results are available within three days, but occasionally tests done on the same day may come back on different days.

Please remember that receptionists can only pass on messages about your results from the Doctor and not interpret the actual result. We can only give results to the patient and not a relative unless the patient has given written permission. This includes all young people over 16 years.



## DID YOU KNOW THAT 75% OF CALLS TO THE PRACTICE COULD BE DEALT WITH ONLINE?

We understand how frustrating it is trying to get through to us on the phone sometimes.

On average, at exactly 8am on a Monday morning, 55 patients are trying to get through to us by phone. Many of those calls could have been dealt with using our website or were non-urgent queries that could have waited until a little later in the day.



So please check out our website where you can order your prescriptions, register as a new patient, contact us with non-urgent non-medical queries, plus there's lots of useful information on there too.

If you register to use **all** of our online services (or download the NHS app) you are also able to view test results including X-Rays, blood tests, swab results and much more.

It really is a time-saver and can be accessed 24 hours a day. Call the Surgery and choose Option 4 to register.

[www.longbuckbypractice.nhs.uk](http://www.longbuckbypractice.nhs.uk)

**For the latest advice on Coronavirus and the vaccine**

**[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)**

**We will be closed on the following Bank Holidays**

Good Friday 2<sup>nd</sup> April

Easter Monday 5<sup>th</sup> April

May Day Monday 3<sup>rd</sup> May

Spring Bank Holiday Monday 31<sup>st</sup> May

**To cancel your appointment  
at Long Buckby Practice – 01327 841841**

**Did you do National Service  
or serve in  
The Armed Forces?**



**If so, please let us know as  
Veterans may need  
changes to their future  
treatment plans.**

**Did you know  
you do not need  
to see the doctor  
for hayfever  
symptoms?**

**NHS**

You do not need a prescription for hayfever medicines. Many treatments are available for little cost from a community pharmacy

**Community pharmacists can offer advice on how to avoid triggers and how to treat your hayfever**

**Please help us save NHS resources which could be invested in improving local healthcare services.**

**Musculoskeletal problems?  
Make an appointment with the Practice Physiotherapist**

**NHS**