

Welcome to the Patient Information newsletter. Here you will find updates about what patients have been saying about our services through the Friends and Family Test (FFT) feedback survey as well as find useful information about the services provided at Luton Treatment Centre .

We continue to be vigilant to patient safety in all we do; our staff are still wearing face masks whilst working at Luton Treatment Centre or when visiting patients. We have masks available at reception and we encourage all patients and visitors to wear a mask (unless exempt) whilst at Luton Treatment Centre.

Would you like to be an NHS volunteer?

When you volunteer for us, you can:



We have a range of volunteer opportunities across our Trust.
Have a look at our website for details:
www.cambscommunityservices.nhs.uk/volunteering
or scan the QR code

Cambridgeshire Community Services NHS Trust: providing services across Bedfordshire, Cambridgeshire, Luton, Milton Keynes, Norfolk, Peterborough and Suffolk.

Volunteers help us to deliver high quality care by supporting our services, communities, and staff. Across the trust there is a variety of exciting volunteer opportunities available to be involved in, where you can use your skills to help make a difference, as well as gain new skills and experiences. Use the details on the left to find out more about the different opportunities and how to apply.

We want patients to have a say and be actively involved in the way the services that they use are run. Get in contact with us through the details to the right or complete an FFT and leave your details so we can contact you about opportunities to take part in.

Join the conversation



We need your help to shape our future services!
This could be online, by email or via telephone or video chat.
To find out more contact:
Kwaku Adjei - 07825 726 234
kwaku.adjei2@nhs.net

The Friends and Family Test (FFT) feedback survey is a chance for you to let us know what you think of our services. Comments are fed back to managers and decisions are made about how we can change things to give patients a better experience of using the service.

Sometimes we get a feedback on issues that we are not able to make any changes for. When this happens we will still give you information as to why this is and the reasoning behind it.

Have a look at the 'You Said, We Did' below to find out about how we have listened to feedback .

You Said...

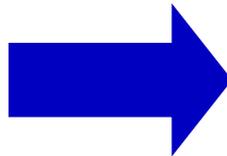
When I came out of room, missed my way back to reception...maybe an arrow to direct you back to reception

Community Phlebotomy Service

We Did...

We have put up some signs in the main corridors to make it clearer which way to go back to reception (see below)

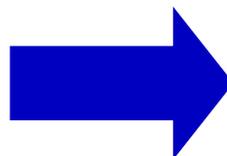
Before:



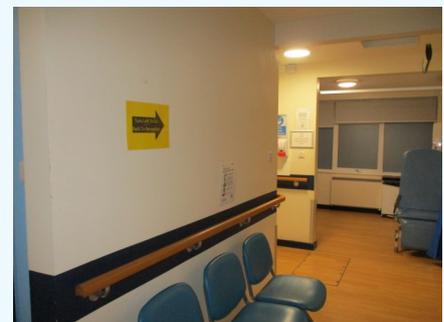
After:



Before:



After:



If you wish to provide feedback at any time please ask a member of staff for a feedback form.
If you visit the Treatment Centre, why not have a look at the 'Patient Information and Feedback' notice board in the main corridor?

The FFT helps to ensure we are providing the best service to patients that we can. Read the speech bubbles to find out what patients have been saying about our services in **November and December**.

- I'm happy about the visits...they all help when they're here
- ...think everything with them good, they professional and understand...
- They very kind very efficient very gentle, lovely lovely people...
- ...they listen, they very professional and if I have any problems they do sort it for me

District Nursing

- Anita was very helpful...reassured me kindly that I have nothing to worry about...helped me de stress
- Excellent nurse, kept me informed told what would happen very helpful
- Natalie very friendly explain everything well
- Very helpful, explained to me step by step
- ...Very friendly, lovely nurse

DVT Service

- ♦ Very cheerful and Helpful. Makes me feel comfortable and are very caring
- ♦ I am happy with the service, the nurses are supportive, caring, they listen to my concerns...
- ♦ ...all very friendly, all very good
- ♦ Very good and feel well supported
- ♦ I can't fault them down there, I'm happy with everything...
- ♦ I did not have to wait long and the staff were polite

Cancer Care Service

- ♦ Best place I've been to so far...lady took my blood she was lovely
- ♦ Service is quick and staff is friendly, they very welcoming
- ♦ ...I'm absolutely delighted with service. I'm very pleased with the service they give
- ♦ ...staff are very calm and polite very friendly
- ♦ ... I was seen before my appointment time by a very professional young man...I'm not easy person to bleed, he managed to do it first time

Community Phlebotomy

- ...lady on reception really nice, polite, friendly...
- Reception staff so welcoming
- ...excellent service on the on the phone, I feel comfortable
- ...the reception always smiling...
- The receptionist was lovely...
- ...reception was professional...

Reception/Admin

Have a look at the speech bubbles to find out what patients have been saying about our services in **November** and **December**.

- ◆ ... Austin, he just brilliant nurse, takes time, he chat before he goes into what has to do...just brilliant
- ◆ ...really efficient really professional, Sue didn't rush, didn't hurry me or anything...absolutely fine
- ◆ ...service was good and the lady I met she was very friendly...satisfied with experience
- ◆ Wonderful, absolutely first class, friendliness of the staff, make you feel at ease...
- ◆ I'm happy with the service
- ◆ ...no complaints at all just very good service
- ◆ Very very helpful, always on end of phone if need them...

Heart Failure Service

- Great service
- Very professional and efficient
- Very friendly & helpful
- Always Professional
- They always have my wellbeing in mind
- Always good service

Anti-Coag Service

- I happy with your service
- Nurse Sophie and Irina both were very supportive from the start of treatment to completion
- ...for me its all good and perfect, you guys doing very well
- ...listen to us that the most important thing we quite satisfied, I strongly recommend, really good service

TB Service

- ◆ ...they explained everything to us anyway...everything was fine
- ◆ Hayley was kind caring, knowledgeable - she was supportive & helpful
- ◆ ...Alyssa...fantastic, always learn something new from her...she lovely
- ◆ I always find them really respectful, helpful, happy to answer any questions I got...
- ◆ ...absolutely marvellous, nurse that come to see me...she answer any questions that I might have...
- ◆ The nurse was very good listened to me and responded with some interesting facts...
- ◆ Very polite, easy to talk to, very impressed

Respiratory Service

- ◆ Everything perfect, people friendly 10/10
- ◆ Communicated well, the appointment was reassuring and everything explained well
- ◆ Lisa was very friendly, put me at ease, explained everything and answered any questions I had
- ◆ ...everything was good, great service
- ◆ Very helpful, friendly and efficient
- ◆ Very Satisfied with treatment, Nurses are lovely

Tissue Viability Service

There are many different services provided at Luton Treatment Centre; each week we will be learning more about the different services and what to expect if you use them. You must be 18 and over and registered with a Luton GP to access services at the Treatment Centre.



Diabetes Service

Luton Integrated Community Diabetes Service provides specialist diabetes clinics and delivers diabetes education programmes for adults with Type 2 Diabetes in Luton. The service operates clinics at Luton Treatment Centre and also offers support to housebound patients in their own homes, regular telephone clinics and delivery of education programmes in the community.

The service consists of a multidisciplinary team of specialist diabetes nurses, dietitians and diabetes support workers who all help to optimise diabetes management and reduce risk of diabetes related complications. A full range of adult specialist diabetes services are offered, including clinics for specialist treatments such as injectable therapies including insulin and GLP-1 medication, sensor-based continuous glucose monitoring services for eligible patients, diet and lifestyle clinics and housebound diabetes reviews for those who meet criteria.

The service also provides an extensive range of education and support programmes designed to improve self-management of diabetes which adults in Luton with a diagnosis of Type 2 Diabetes are eligible for.

DESMOND is one of the education programmes the diabetes service offers for people with Type 2 Diabetes to support patients to understand their condition and how to self-manage it. The DESMOND education programme is delivered in small groups either face-to-face or virtually, or alternatively can be accessed individually via an App which can be accessed through the Diabetes Service.

Have a look at the speech bubble below to find out what patients have been saying about the Diabetes Service in **November** and **December**.

- ◆ 100% would recommend. I thought I knew plenty about food but this has opened my eyes to the possible long term effects...
- ◆ Very informative - enjoyed the session
- ◆ The session made me more thoughtful when choosing foods, made me aware...
- ◆ I enjoyed the course very well
- ◆ Very informative and interesting
- ◆ Good broad coverage of subjects around Diabetes

Diabetes Service

Have a look on the next page for more information
about the Diabetes Service at Luton Treatment Centre

Diabetes Service

The service also provides an education programme called 'Living with Diabetes' which is delivered in both Urdu and Bengali by trained diabetes support workers who speak the language. These education programmes offer a similar course to DESMOND, to help patients understand their Type 2 Diabetes and support them to self-manage it.

There is also the 'Carbohydrate Awareness Programme'. This programme encourages patients with diabetes to consider the impact of food choices on their diabetes control. It supports understanding of how the type and quantity of carbohydrate foods will impact blood glucose levels. The target audience is people who are prescribed insulin therapy, however referrals are considered for people not on insulin who are motivated to make dietary changes to improve their diabetes.

Patient's who fit the 'Housebound' criteria, who are not able to leave home and see a doctor at their surgery can be referred to be seen at home for diabetes support and education.

You can be referred to the diabetes service by your GP, practice nurse or other healthcare professional. If you have been diagnosed with Type 2 Diabetes and are registered with a Luton GP you can also self-refer yourself to the DESMOND Diabetes education programme by providing your name and date of birth to ccs-tr.diabetesluton@nhs.net.

Diabetes Education Volunteer

We have an exciting new volunteer opportunity based at The Poynt in Luton, supporting patients with Type 2 Diabetes who are invited to our diabetes education sessions, which we currently deliver in English, Urdu and Bengali.

The role involves telephoning patients to discuss any concerns and encourage attendance, as well as collect feedback after the sessions. Volunteers will also attend community events to raise the profile of the sessions and encourage attendance.

More details can be found in the link below. Interested?
Please email ccs.volunteers@nhs.net



If you have any thoughts about this newsletter or any suggestions of what you'd like to see in the next issue, please contact lucy.colley4@nhs.net