

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

**Our staff are still wearing face masks whilst at Luton Treatment Centre or visiting patients. It is your choice as to whether you wear a face mask whilst at the Luton Treatment Centre. We will continue to be vigilant to patient safety in all we do.**

## We want your feedback!

We want to make sure patients at Luton Treatment Centre are receiving the best possible care.

**After your appointment at Luton Treatment Centre or a home visit, one of our administrators may contact you to complete the 'Friends and Family Test' feedback survey.**

The survey gives you the opportunity to let us know anything – positive or negative - about the service you received. We will pass on your feedback to managers and discuss what changes we can make to improve our services and share positive feedback with staff.

**You can also pick up a feedback form from reception, as well as complete the form online on the Cambridge Community Services website.**

### Can I still give feedback in other ways?

Yes, you can still give feedback through the Patient Advice and Liaison Service (PALS) on:

**0300 131 1000**

Or email:

**[ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net)**

Luton Treatment Centre, Vestry Close, Luton LU1 1AR

There is free parking at the Luton Treatment Centre

Reception Telephone: 0333 405 0040

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 .

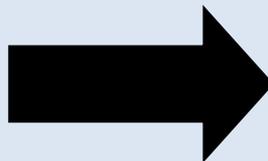
**You Said...**

**I went out they said you can go out side door. don't know if can have sign to say 'mind step'**

**We Did...**

**We have put up a bigger sign either side of the side door to make it clearer that there is a step there**

**Before:**



**After:**



**You Said...**

**My GP only gave me link to Arndale, now I know I can just phone Vestry**

**We Did**

**We will send our contact details and opening times information out to local GPs to remind them of our clinic and opening times so that they can give you the option of attending our clinics**

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 the services in **May and June**.

- **Nurse is very pleasant**
- **Didn't have to wait very long and it was quick and easy**
- **Very easy the people that have answered my call have be very helpful**
- **The service, the staff ,everything was good**
- **Staff is very nice everybody very friendly**
- **Wasn't kept waiting long**

**Community Phlebotomy Service**

- **Everybody helpful, polite very efficient**
- **Cannot be improved, keep up the good work**
- **Friendly service, professional**
- **Very clear advice and support**
- **Hardly any waiting time**

**Anti-Coag Service**

- **Clear explanation before and after examination**
- **Very friendly, informative staff made me feel at ease**
- **Both Nurse and student were very helpful and informative**
- **Friendly & quick**
- **Everything was good**

**DVT Service**

- **Wasn't kept waiting at all saw the nurse in good time**
- **Good informative consultations**
- **I have found the service very efficient at all levels**
- **Everyone in there is very professional**
- **The nurse is very good and knowledgeable**

**Heart Failure 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.

## Luton DVT Service

### What is a Deep Vein Thrombosis (DVT)?

DVT is when a blood clot forms in deep veins such as in the legs. DVT symptoms can include leg swelling, redness, pain and warmth; although sometimes there are no symptoms. It can depend on several factors relating to your medical history as to your likeliness of developing DVT.

### Luton DVT Clinic

The DVT (Deep Vein Thrombosis) clinic at Luton Treatment Centre is for patients aged 18 and over and who are registered with a Luton GP practice.

GPs who are concerned that a patient may have DVT in the leg call a dedicated telephone number and speak to one of the **DVT Specialist Nurses** at Luton Treatment Centre.

The nurse will triage the patient on the phone to make sure that they fit the referral criteria. The team can then offer same day appointments for patients with suspected DVT. Appointments for assessment run from **8am-7pm Monday to Friday** (Last appointment at 6pm).

Assessments last about 45 minutes and will include taking medical history, a detailed history of the issue with your leg, as well as some general health checks such as height, weight and blood pressure. The nurse will also do some blood tests and give a clinical score of the probability of DVT. It will depend on your clinical score what further action is required.

If following the tests it unlikely that you have DVT then you will be advised to go back to your GP for further investigation

Patients with suspected DVT will be referred to the Luton and Dunstable Hospital for a Ultrasound scan. While you are awaiting your ultrasound appointment you will need to attend the Treatment Centre for daily injections or administer the injections yourself until the day before the appointment.

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