



Putnoe and Linden Medical Partnership and Walk In Centre Patient Newsletter No 15. October 2021

Welcome to our 15th Patient Newsletter which has been produced, in liaison with our Patient Participation Group.

Since the merger of Putnoe Medical Centre and Linden Road Surgery in October 2016 we have been working to align our Practices over both sites. Our Newsletter is therefore now available to all 22,700 registered patients served by our Partnership.

The Partnership consists of 7 GPs:

Dr Bharat Mehta - male, full time working at Putnoe Medical Centre

Dr Sudha Elangovan – female, part-time working at Putnoe Medical Centre

Dr Amjad Khan – male, full time working at Putnoe Medical Centre

Dr Ankur Khandelwal - male, full time working the majority of time at Linden Road Surgery

Dr Sagar Kanungo- male, full time working majority of the time at Linden Road Surgery

Dr Christopher Haggart - male, full time working at both Putnoe Medical Centre and Linden Road

Dr Tajvir Gill - male, full time working at Putnoe Medical Centre and in the Primary Care Network.

Our managers are Mrs Sam Paul (Practice Manager), Mrs Julie Wilkinson (Quality Manager), Mrs Jane Mason (Deputy Practice Manager at PMC) and Mrs Nicky Pallikarou (Deputy Practice Manager at Linden Road Surgery).

Thank you for bearing with us during the last year which has been a stressful time for everyone. We have been touched by the many kind messages of support we have received whilst we tried to provide you with the best care.

We are very grateful to all our staff who have worked tirelessly throughout the pandemic to try to meet the needs of our patients through the constant challenges and changes that have been necessary.

This is to update everyone on how we are working now with the increased demand, the changing delivery of primary care and how we can work together with you to deliver safe care.

Face-to-face Appointments

We would like to reassure you, that where clinically needed, we are seeing patients face-to-face; we have put extra precautions in place to keep everybody safe and this has involved screening patients first and sometimes requesting patients have a Covid test before coming to see us.

One of the main precautions has been the use of telephone consultations in the first instance, this has enabled the GPs to offer more appointments, speak to more patients because of no cleaning time required and to avoid a crowded Waiting Room. However, since early September we have also been offering more directly bookable face-to-face appointments for certain conditions/problems. The receptionist will offer these appointments if indicated. See below for more information.

Our Nurses and HCA's have continued to do most of their appointments face-to-face for example blood tests, dressings, stitch removals, smears etc. They can do some of your annual reviews over the telephone which has meant we have been able to keep on top of these.

We have been very careful to ensure patients with Covid symptoms have not come into the Practice, this is to protect our extremely vulnerable patients and our staff.

If you really want to see your GP face-to-face, then please let the GP know during your telephone consultation with them.

Increased demand

We are experiencing a huge increase in demand. This demand is above what we would expect at this time of year and includes:

- Consultations from patients with multiple problems and concerns
- Requests to chase hospital appointments
- Enquiries re Covid Passports for travel and all vaccination queries
- Requests for help with minor problems where self-care would be more appropriate.

Changing Primary Care

Some of you, who have been with us for a long time, might have been surprised, at having consultations or visits from other clinicians rather than your usual doctor. This is because General Practice is changing nationally.

NHS England, Primary Care Network (PCN's) and Clinical Commissioning Groups (CCG's) have set up many new services to manage increased demand and to support patients and Practices alike. This ensures Practices can continue to offer you care for complex ongoing needs and facilitates support from the appropriate speciality.

Some of these services are:

1. Home Visiting Services for housebound patients (by one of our in-house paramedics – Tracey Culley and Catherine Fry).
2. The First Contact Physio (FCP) – Jack Banfield is trained in diagnosing and treating musculoskeletal problems.
3. The Social Prescriber - Sarah Henderson can help patients with complex social and medical problems. Sign Posting - is designed to connect patients more directly with the most appropriate source of help or advice. It aims to change the assumption that GPs are the first point of care for all patients
4. Minor Illness Nurses (Daphne Lee and Clara Berenguer) and Paramedics (Kevin Walsh and John Kirby) working in our Walk In Centre treating minor illness or injuries.
5. Pharmacists (Nikxiti and Sarah) or our Pharmacy Technician (Rebecca Allen), carrying out medication reviews and medication queries and face-to-face long term condition reviews eg diabetes.

These services will evolve with changing needs of our population.

To help us to best support you our Reception staff receive training to ask certain questions to ensure that you receive the most appropriate medical care, from the most appropriate health professional at the most appropriate time. They can then direct patients to see the nurse or other health professionals rather than a doctor where appropriate allows the doctors to see the complex medical conditions.

Telephone Consultations

In response to the COVID-19 pandemic, NHS England have supported all GP Practices in England with the rapid implementation of a 'total triage' model using telephone and online consultation.

Total triage means that every patient contacting a GP practice is first triaged before making an appointment.

The benefits of telephone consultations have surprised everyone working in primary care and we are the same. We have found that the doctors can deal with many things efficiently on the telephone and the use of electronic prescriptions means that any treatment can be ready for you to collect from the pharmacy almost instantly. It has also had simple benefits such as reduced traffic congestion as well as allowing the doctors to spend more time with patients that they need to see face-to-face and then physical examinations are not rushed.

We have continued to see patients face-to-face throughout the last year and this will continue to be an option after a telephone consultation/assessment with the doctor.

Status of GP Face-to-face and Telephone consultations – from Dr Chris Haggart

“There is much in the news about the need to offer more face-to-face appointments and we know this is important to our patients. We regularly review the number of appointments to maintain safety and respond to our patients needs within the available resources.

From a GP point of view, since the Spring we offered about 15% directly bookable face-to-face GP appointments per session (a session is a morning or afternoon surgery) and then roughly another 20% of patients would come in after the GP had triaged over the phone. So, in total about 35% of patients were seen face-to-face on each session. However, this system did cause some duplication of work.

Therefore, since mid-September we have increased directly bookable face-to-face appointments to approximately 45% and then there is an extra slot available to the GP to book if they feel they need to see a patient urgently after a telephone triage. So potentially more than 50% of the GP's time may be in face-to-face consultations for each session. We feel this blend is a good mixture of telephone and appointments and have had positive feedback from patients.

This proportion works from a clinical point of view as many consultations for follow up and medication reviews (those that our pharmacists cannot deal with) are effectively carried out remotely by a GP and many patients have found this to be beneficial.

We are pleased that many patients have reported that they do prefer a telephone consultation as it avoids the need to visit the surgery so saves them time and avoids possible transport difficulties.

We are most grateful to you for your support and compliance with these new changes.”

Our Pharmacy Team

Many of you will have already spoken to a member of our expanding Pharmacy Team who deal with the majority of patient queries relating to your medication changes and prescription queries. They also undertake face-to-face reviews with patients for medicine reviews and long-term conditions such as diabetes and heart disease.

Mr Nikxit Mehta – Senior Clinical Pharmacist

Rebecca (Becky) Allen – Pharmacy Technician

Sarah Peluso – Clinical Pharmacist

Practice Nurses Update

Unfortunately, our wonderful Practice Nursing Team has recently experienced a high level of unplanned absences, so we have not been able to offer the usual number of appointments. We are most grateful to you for your patience during this time.

FLU - The flu vaccination programme is now well underway. Eligible patients are being contacted via a text message to their mobile phone to enable you to directly book your appointment. If we do not have a mobile telephone number on your records, then a letter will be sent to you.

We **STRONGLY** encourage all patients to inform us of your up-to-date mobile phone number as we are increasingly using this method of communication to our patients rather than letters or telephone calls.

COVID – We are now delivering the Covid booster vaccination at the same time as the flu vaccination, but this is, of course, dependent on availability of the vaccine.

SHINGLES & PNEUMOCOCCAL (Pneumonia) –

We continue to offer the Shingles vaccination for patients aged 70-79 year of age. One vaccine lasts for life. When you get to 80 years old this vaccine is no longer offered. If you would like to arrange to have a shingles vaccine, please book with a nurse at any time of year. There should be at least 1 week between your Covid booster and a shingles vaccine. If you have any questions about this, please speak to a nurse.

The Pneumococcal vaccination to patients aged 65 years and over or anyone with a chronic disease.

Practice Annual Recall for Patients with Long Term Conditions

We are continuing to recall all the major Long-Term Condition reviews eg diabetes, asthma, COPD, mental health and learning disabilities.

Our recall system now works by the patient's month of birth. However, to help ease demand in the busy winter months we are going to try and recall patients born in January, February and March a little earlier. Whilst most of the reviews continue to be done via a telephone consultation, we will invite you to attend in person the doctor feels this is clinically indicated

Walk In Centre

Our Walk In Centre has remained open as usual during the Covid pandemic 7 days a week. The numbers average number of daily attendances fell from 111 patients in December 2019 to 7 patients a day in April 2020. This has slowly increased as the restrictions of the pandemic have eased to 54 patients a day in July 2021 to 72 patients a day last month (September 2021). Saturdays are our busiest days when we routinely see over 100 patients.

A DAY IN THE LIFE OF A GP PARTNER

The Putnoe Patient Participation Group who helped in the production of this Newsletter have asked that we share an average day in the life of a GP Partner.

Our GPs need to do various shifts to cover routine appointments, the daily on-call Duty Doctor for urgent matters and the Walk In Centre Shift. Some GPs run specialist clinics such as Minor Surgery, Cryotherapy, Sexual Health, Mental Health and Learning Disability Health Checks. These are run on an ad-hoc basis.

Dr Tajvir Gill is sharing a typical day with you:

8 – 8.30am	Arrive at the Practice and start with filing Pathology Reports on 20-30 patients.
8.30 – 11.30am	Traditionally Morning Surgery Clinics but now a mix of telephone and face-to-face consultations. 5 consultation telephone appointments, 6 face to-face appointments, 2 eConsult appointments 3 pathology telephone appointments 1 eConsult/MED3 consultation.
11.30 - 12	De-brief session with GP Trainee Registrar on each case they have seen that morning. (We currently have four GP Trainee Registrars who all must have an individual an de-brief).
12 – 1pm	Practice meeting. Various topics, palliative care patients, Significant Event Analysis, Staff Presentations, Clinical Commissioning Group, the Primary Care Network, Educational meetings.
1 – 2 pm	Filing hospital letters, around 25 clinic letters per day. Send referral letters from the morning clinic to hospital specialists. Read and respond to internal and external emails. Review and complete Tasks from District Nurses and our Medical Secretary.
3 – 6.30pm	Routine Clinic (similar to morning) or Duty Doctor 3 urgent calls, 22 same-day urgent patient telephone calls and any urgent home visits if needed where our paramedic cannot attend.
6.30pm onwards	Complete any outstanding referral letters, outstanding tasks, filing other results that come in eg X-rays, CT Scan reports Adhoc work - insurance reports, medical reports, safeguarding reports.

eConsult – Consult your GP On-Line

This online platform is proving a popular way for our patients to email a wide variety of clinical queries into our Practices to avoid the need to call us. It allows us to effectively process your clinical requests and forward them onto the relevant member of staff. Please continue to use this new and convenient way to communicate with us. These messages are monitored during normal working hours during the week but are not monitored over the weekend. It is not for use in urgent or emergency situations. It can take up to 3 working days for the Reception Team to respond but we generally aim to acknowledge your eConsult message within 24 hours.

For urgent matters please do telephone the surgery.

You can watch this brief video which provides a useful summary:

<https://www.youtube.com/watch?v=1fGEpzrgAJc>

How to Use eConsult

For Putnoe Medical Centre visit the Practice Website and Select the eConsult button on the home page or visit

<https://putnoemedicalcentre.webgp.com/>

For Linden Road Surgery visit the Practice Website and Select the eConsult button on the home page or visit

<https://lindenroadsurgery.webgp.com/>

How To Contact Practice On-Line for Non-Clinical Matters

Our patients can contact the surgery on-line to avoid the need for a telephone call.

For non-clinical related questions please send your enquiry via the Practice website.

Putnoe Medical Centre:

<https://www.putnoemedicalcentre.co.uk/digitalpractice/reception-and-enquiries/>

Linden Road Surgery:

<https://www.lindenroadsurgery.co.uk/digitalpractice/reception-and-enquiries/>

then select “Ask a Receptionist a Question”

Telephones

For routine requests and appointments please make use of our **eConsult** service above as this gives you the opportunity to write down all the information in your own time and will also avoid the need to wait in a telephone queue.

All telephone calls to our Patient Support Team (Receptionists) are now recorded for quality and training purposes. We appreciate the waiting times for calls to be answered has increased in recent months as many more patients are now accessing by a phone call now they cannot attend in person.

If your call is not urgent, please try to avoid calling us in the mornings, especially on Mondays, which are the busiest times. Alternatively, please email us using e-Consult (see article above).

Practice Phlebotomy Service – we offer a limited in-house phlebotomy service only to those patients who are too frail or have limited mobility which means they cannot attend the hospital.

Invitation to join the Free Putnoe Medical Centre Walking for Health Group

Tuesday Weekly Walks – Meet outside The Sportsman Public House, 58 The Boundary, Bedford MK41 9HA at 10:00am for a 10:15am departure. Walks return for optional refreshments to The Sportsman.

To take part in any of our walks you just need to turn up and join in.

1. Short Walks (10-30 minutes)
2. Medium Walk (45 minutes approx.)
3. Long Walk (60 minutes approx.)

Our health walks are intended for anyone who wishes to start or maintain a healthy walking lifestyle, in the company of others.

While our walks are assessed, Walkers are reminded that they walk at their own risk. Please wear suitable clothing and footwear.

Patient Participation Groups – Linden Road Surgery and Putnoe Medical Centre

At both Practices we have Patient Participation Groups who meet every 3 months to feedback, shape and influence the services we provide. If you would like more information or would like to join, please contact Nicky Pallikarou for Linden Road or Julie Wilkinson for Putnoe Medical Centre.

Your Feedback

If you would like to post a message about our Practice this can be done on Google Review. This can be done by searching for Putnoe Medical Centre or Linden Road Surgery in your browser then selecting Google Review which is on the right side of search results then select Write a Review.

Another option is on the NHS Choices website via:

Putnoe Medical Centre

<https://www.nhs.uk/services/gp-surgery/putnoe-medical-centre-partnership/P43277/ratings-and-reviews>

then select Leave a Review

Linden Road Surgery

<https://www.nhs.uk/services/gp-surgery/linden-road-surgery/P42148/ratings-and-reviews>

How to get a Blood Test – Update from Bedford Hospital Pathology Department

“Adult Outpatients Blood Tests

All Adult Outpatients Blood Tests at Caudwell Centre (South Wing) have been moved to Gilbert Hitchcock House (North Wing) on Kimbolton Road.

Please call to make an appointment on 01234 607075 or online at www.bedford.sangix.co.uk. A new appointment system has been introduced and will be available for patients to pre-book appointments. This appointment system has been implemented to ensure a reduction in the waiting and queuing time for blood tests and to ensure everyone is seen safely and social distancing measures are observed to protect both our staff and our patients.

Patients are now able to book appointments by:

- Using the online booking service (available 24/7). Patients will need to register online: www.bedford.sangix.co.uk
- The automated telephone booking service (available 24/7). The telephone number is: 01234 607075
- Booking an appointment in person by visiting the department.

The Trust will maintain a limited walk-in service. Patients will be given an appointment, if available, at the next appointment time for that day, or offered an appointment for another day.

Children’s Blood Tests

Children under sixteen need to attend the children and teenager’s outpatient unit. You will need to make an appointment. Please contact us on 01234 730421 (or 6376 via switchboard) asking for the Paediatric Phlebotomy Service in the Children’s Outpatients Department. The phone booking line for appointments is manned from 9am to 12:00pm and 2pm to 4pm, Monday to Friday (excluding Bank/Public holidays).

All children’s blood tests are by appointment only.

If you have any symptoms of coronavirus, please disclose this information at time of booking.

If you have been asked to have a glucose tolerance test (GTT) this is by appointment only. Please ring 01234 792160 to make an appointment.

If you have been told or it is marked on your blood test card that your blood test requires you to fast, then you must not eat or drink anything apart from water for a minimum of 10 hours, otherwise your blood test cannot be undertaken.

If you are unsure about your blood test, please call ahead and check with the hospital phlebotomy receptionist who will advise you accordingly on telephone number: 01234 792160.

Normal opening hours:

Monday to Friday 8am to 4:30pm. Please be aware that this clinic is closed on Bank Holidays.

Samples

If you have a urine sample, please take this to the Pathology Department at South Wing or you can alternatively drop this into the reception at Gilbert Hitchcock House. The urine sample needs to be labelled fully with name, date of birth, NHS or hospital number and the time and date of the sample. If you have a stool sample, please take this to the Pathology Department at South Wing.”

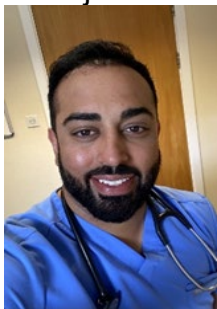

Your Practice can also accept samples e.g. urine samples and stool samples. The only exceptions are semen analysis and the bowel cancer screening tests which patients receive in the post from screening programmes which Must returned as advised with the test.

We then send the samples to the hospital via their courier who collects from us around lunchtime so if you are submitting a sample on a Friday then it must be here before 1pm otherwise it misses the last delivery before the weekend.

East Bedford Primary Care Network

Primary Care Networks (PCNs) form a key building block of the NHS long-term plan. Bringing general practices together to work at scale has been a policy priority for some years for a range of reasons, including improving the ability of practices to recruit and retain staff; to manage financial and estates pressures; to provide a wider range of services to patients and to more easily integrate with the wider health and care system.

Our Practices are two of the four practices within the East Bedford Primary Care Network (the other practices are London Road and Cauldwell).

<p>Dr Tajvir Gill</p> 	<p>Clinical Director: East Bedford PCN GP Partner: Putnoe and Linden Medical Partnership</p>	
<p>Member of Staff</p>	<p>Services Provided</p>	<p>Booking Information</p>
<p>Jack Banfield Physiotherapist</p> <p>Muscular skeletal problems</p> 	<p>Referral criteria</p> <ul style="list-style-type: none"> • Soft tissue injuries, sprains, strains or sports injuries • Arthritis– any joint • Problems with muscles, ligaments, tendons or bone eg tennis elbow, carpal tunnel, ankle sprains • Spinal pain including lower back pain, mid-back pain and neck pain • Spinal related pain in arms or legs including nerve symptoms eg pins & needles or numbness • Changes to walking • Post orthopaedic surgery • Patients currently on physio waiting list 	<p>Reception Teams can book an appointment for patients with Jack for a telephone consultation if they are reporting any of the problems in the referral criteria to the left. No need to see a GP first. Telephone clinics are on Thursday and Friday. Jack runs face-to-face clinics on Tuesday and Wednesday.</p> <p>EXCLUSIONS</p> <ul style="list-style-type: none"> • Acutely unwell • Children under 14 • Medical management of rheumatoid conditions • Non musculoskeletal women’s health, ante-natal/post-natal problems • Medication reviews • Neurological and respiratory conditions • Acute mental health crisis

Tracey Culley
Paramedic



Catherine Fry
Paramedic



Planned Home Visits and Assessment of patients which may include urgent bloods requested by GP, referrals as required to District Nurses, Occupational and Physiotherapists and Social Prescribers.

When a patient or relative request a home visit this will be booked by a Receptionist with one of our Paramedics. Alternatively, a GP may arrange for a Paramedic to visit a patient.

Local Services

We would like to share this information about local services which may be of interest to and be able to support our patients.

Crisis Café at Gilbert Hitchcock House

Crisis Café operated by MIND, is still very much available to our residents across Bedford, Luton and Milton Keynes with a local amenity available in Bedford. It is open to all 18+s who are experiencing severe mental distress or crisis and an appointment is not required. In Bedford, the Crisis Café operates 365 days a year between 5pm – 11pm and can be found at Florence Ball House, Bedford Health Village, 3 Kimbolton Road, Bedford MK40 2NX.

A link to the details can be found here: <https://www.mind-blmk.org.uk/how-we-can-help/crisis-support/> Please email crisiscafe@mind-blmk.org.uk should you require further information.

Bedford Open Door

This is a charity providing FREE and confidential counselling to young people aged 13 – 25 years. Counselling is provided by a team of fully trained, experienced, and friendly volunteer counsellors. NOW OFFERING UP TO 12 WEEKLY SESSIONS OF FREE CONFIDENTIAL TELEPHONE OR ONLINE COUNSELLING

TO FIND OUT MORE OR TO REGISTER FOR THE SERVICE

Text us on 07922 105 200

call on 01234 360 388

or email: counselling@bedfordopendoor.org.uk

Carers in Bedfordshire

Carers in Bedfordshire is a not-for-profit registered charity providing support for carers of family members and friends throughout Bedfordshire.

Email: contact@carersinbeds.org.uk

Tel 0300 111 1919

Address: Suite D1 Emerald Court, Pilgrim Centre Brickhill Drive, Bedford MK41 7PZ

Bedford Fire and Rescue Service

Winter is imminent and with it will come the annual round of high heating and fuel bills which looks certain to be significantly more challenging for a lot of people this year. Winter warmth issues include people not being adequately heated, heating their home in a dangerous way and underneath these things, fuel costs and therefore fuel poverty being on the increase.


As a service organisation with a mandate to reduce risk in the community, this is a situation of great concern to us. We visit many thousands of homes in the county each year and provide advice, information, and interventions where we can help keep people safe and as warm as possible.

If you are over 65 years old or there are any people in the house with a vulnerability, hard of hearing, sight impaired Please contact the fire service to book your visit and free smoke alarms fitting if you don't have any, if yours are more than 9 years old or they do not work properly.

Ian Howarth, Partnership and Engagement Manager

Safety and Strategic Projects, Bedfordshire Fire and Rescue Service

Email	safeandwell@bedsfire.gov.uk	Please provide Requires name of householder, telephone number and address. Professionals making referrals must confirm consent has been given. Individuals can self-refer using this email
Telephone	0800 043 5042	Requires name of householder, telephone number and address. Professionals making referral must confirm consent has been given. Individuals can self-refer using this number
Online	www.tinyurl.com/BFRS-Safewell	Click on link to be taken to the online referral registration. When page opens questions lead you through it. For professionals or individuals
Website	www.bedsfire.gov.uk	Click on link to be taken to Fire Service website and you will see safe and well banner on front page. When page opens questions will lead you through it. For professionals or individuals

 <p>Bedfordshire Fire and Rescue Service</p>	<p>Are you Safe and well?</p> <p>Bedfordshire Fire and Rescue Service are working to help make people as safe as they can be in their homes by having a “safe and well visit” from them The visit is free of charge and takes one hour</p>
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<p>Who is eligible for a visit?</p> <ul style="list-style-type: none"> • People over 65 years of age • Anyone of any age with adult social care needs • Anyone of any age with a disability • Smoke or have a substance or alcohol dependency • Live alone • Live in a cluttered environment 	<p>A safe and well visit includes</p> <ul style="list-style-type: none"> • Free supply and fit of any equipment such as smoke and Carbon monoxide alarms if needed • Guidance on fire safety in the home • Escape route planning and identification of safe zones if escape is not possible • Advice on safety issues such as electrical, cooking and falls hazards
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To arrange a visit	<p>Telephone</p> <p>0800 043 5042</p> <p>(Answerphone, leave your name and number)</p>	<p>Email</p> <p>safeandwell@bedsfire.gov.uk</p> <p>(Send your name and telephone number)</p>	<p>Go online</p> <p>www.Tinyurl.com/BFRS-SW</p> <p>(complete the online form)</p>	<p>Scan</p> 
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Bedfordshire
Fire and Rescue Service

Do you have a dementia diagnosis or are you worried about your memory?

If yes and you are in the group of people who are at the highest level of risk of injury or death in a fire related incident. There are many visible and invisible hazards in the home and a home safety visit from Bedfordshire Fire and Rescue Service can help with this and make your daily living much safer.

We will offer you help and advice as well as fit smoke alarms free of charge if you don't have them. We also have specialist alarms for those who are hard of hearing or deaf. Again, this is a free service. If you would like to arrange a visit provide your name and telephone number to

- Telephone 0800 043 5042
- email safeandwell@bedsfire.gov.uk
- online www.Tinyurl.com/BFRS-SW

- Scan



If you cannot make the appointment yourself, ask a neighbour, family, or friend

Welcome to CHUMS

This service provides Mental Health and Emotional Wellbeing support for Children, Young People and their families.

Contact Details

Main Office: Wrest Park Enterprise Centre, Wrest Park, Silsoe, Bedfordshire, MK45 4HS.

Phone: 01525 863924

Email: info@chums.uk.com

Opening Hours: 9am to 5pm

PLEASE NOTE: CHUMS is not an urgent mental health response service. If you, a child, or young person are at immediate risk to themselves or others, please contact your GP or local A&E. Alternatively, you can call NHS 111 – Option 2 for Mental Health Crisis Support – available 24 hours, 7 days a week.

Services Available

Bereavement (Aged 3-18 years) – supports children and young people and their parent/carers in a variety of ways, when someone close to them has died.

Emotional Wellbeing (Aged up to 18 years) – supports children and young people with a mild to moderate mental health difficulty by offering short term individual interventions and group work.

Recreational Therapeutic Service (Aged 8-14 years) – provides alternative, less traditional therapeutic support to children and young people through mediums such as music and football. Aimed at those with mild difficulties around challenging behaviours and/or anxiety, low self-esteem and low confidence.

Bedfordshire Suicide Bereavement (All ages) – offers support following a death by suicide. This service offers practical and emotional support immediately after a death as well as ongoing group support.

Babyloss Service (Adults and families)– individual and couples support, ongoing group support and annual memory day and remembrance service.

Family Wellbeing Team (Aged 5-18 years) – early intervention support for children and young people and their parent/carers when there is an emerging mental health difficult

National Childbirth Trust

<https://www.nct.org.uk>

This service provides practical and emotional support with feeding your baby and general enquiries

to make sure parents-to-be and new parents feel connected and supported.

Our antenatal support - antenatal courses online, so you can experience it all from the comfort of your own home.

Reliable information - up-to-date information, including how coronavirus might affect your pregnancy, birth and early days as a parent.

Networks and friendship - bring you together online with other new parents in your area to make vital and lasting friendships.

Telephone [0300 330 0700](tel:03003300700)

- Option 1: NCT infant feeding line
- Option 2: NCT Course Bookings
- Option 3: NCT Membership, Branch and General Enquiries

Age UK Bedfordshire offers lots of services for older people and their carers.

Age UK: 78 - 82 Bromham Road, Bedford, Bedfordshire, MK40 2QH

Phone number: 01234 360510 **Email:** enquiries@ageukbedfordshire.org.uk

Services Provided:

- **Information and Advice** - We offer free, independent and impartial information, advice and support on a wide range of issues.
- **Home Help** - Do you require help with cleaning, ironing, laundry and shopping or would like someone to come and sit with someone you care for?
- **Gardening Service** - We can mow, weed, strim, trim and tidy. Keeping your garden looking lovely.
- **Handy Person Service** - The Handyperson service operates throughout Bedfordshire and Luton and offers a reliable, friendly and secure welfare service to people over 50 in the county.
- **Carers Respite Service** - This service aims to give carers some respite from caring, thus enabling them to undertake other things, whilst knowing that their loved one is in safe hands.

- **The Telephone Befriending Service** - The telephone friendship network is a free service in the Bedfordshire area to help tackle loneliness, for the over 50s
- **The Support Service** - We can help you with different issues you may be experiencing, such as housing, benefits, organising paper work and direct debits etc.

Thank you for taking the time to read our Newsletter.