

# Long Furlong Medical Centre

March 2026

## 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](mailto:bobicb-ox.pm.longfurlong@nhs.net)

## Practice News

Vicky Hall has been appointed as Patient Services Lead.  
Sarah Viner has joined the Patient Services team.

We wish Vicky and Sarah every success in their new position.

## Help Us Shape the Future of Osteoarthritis Care

At Long Furlong Medical Centre, we are dedicated to providing care that focuses on you. As part of our commitment to prevention and patient-centred care, we want to better understand what our patient community knows about osteoarthritis.

### Why your voice matters

Osteoarthritis is the most common form of arthritis and can significantly impact daily life. By taking part in this survey, you will directly help us improve how we support patients with this condition in the future.

### How to take part

If you are **aged 18 or over**, we invite you to complete our short, *anonymous* questionnaire.

- **Where:** Pick up a paper copy at our surgery reception and return in the box.
- **Goal:** We are aiming for 100 responses to ensure we have a good range of views.
- **Outcome:** we will share the outcome of findings in a future newsletter.

Your time and support are greatly appreciated. Together, we can make a real difference in local healthcare

## 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](mailto: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;**

*My review of how we operate as a PPG is nearing completion. I am finalising a document outlining the options and suggesting a way forward. This will shortly be reviewed by the existing PPG members and, once agreed, will be sent to the Practice Manager for agreement by them. Finally, the changes, if appropriate, will be communicated to all patients via the website, handouts and posters in the patient waiting room and via the Newsletter. 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



## Easter Closure Hours

- Friday 3rd April (Good Friday): Closed
- Saturday 4th April (Easter Saturday): Closed
- Sunday 5th April (Easter Sunday): Closed
- Monday 6th April (Easter Monday): Closed

Please allow extra time for repeat prescription requests during this time

[Find an open Pharmacy near you](#)

# 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](http://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.