

**Thank you to
all our patients**

**We appreciate your continued support,
patience, and understanding.**

**Your cooperation enables us to continue
providing high-quality care to our patients
and the wider community.**

**Contact us :
01476 348484**

**Licb.stjohns.med@nhs.net
62 London Road , Grantham , Lincolnshire, NG31
6HR**



NEWSLETTER

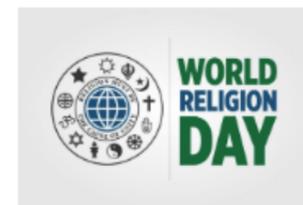
January – March 2026 Health

Awareness

JANUARY



HOLOCAUST
MEMORIAL
DAY TRUST



WORLD
RELIGION
DAY



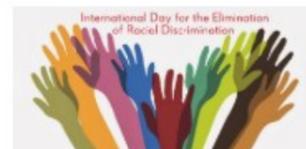
FEBRUARY



Eating Disorders
Awareness Week 2022



MARCH



International Women's Day



Meet the Care Navigator team

Care Navigators are trained staff who help direct patients to the right clinician or service, ensuring you receive the most appropriate care as quickly as possible.

Care Navigator- Reception Manager

BETH

The GP Reception Manager is responsible for overseeing the day-to-day operation of the reception and care navigation teams. They support and manage staff, ensure patients are provided with safe, efficient, and respectful access to services, and help maintain high standards of confidentiality and patient care. The Reception Manager also works closely with clinical and management teams to ensure smooth running of the practice.

Care Navigator—Team leader

GILL

The Care Navigation Team Leader leads and coordinates the care navigation function within the practice, focusing on effective patient flow and appropriate access to services. They support, train, and supervise care navigators, monitor DNA appointments and uncollected prescriptions, and manage ordering, weekly room plans, and staff rotas. The Team Leader works closely with the Reception Manager, as well as clinical and management teams, to ensure safe, efficient access to care and the smooth running of the practice.

Care Navigator— Supervisor

JESSIE

The Care Navigator Supervisor plays a key role in supporting the care navigation team by providing day-to-day guidance and maintaining consistent standards of patient support. They assist with mentoring and development of care navigators and help address service issues as they arise. Jessie also holds the roles of PPG Lead and Carers' Champion Lead, acting as a point of contact for patient and carer engagement and helping to ensure their voices are represented within the practice.

Care Navigator— Supervisor

NICOLA

The Care Navigator Supervisor supports the smooth running of the care navigation service by providing operational oversight and guidance to the team. They assist with day-to-day decision-making, help maintain service standards, and support care navigators in managing patient enquiries effectively. Nicola also oversees the blood pressure monitoring service at the surgery, ensuring equipment is managed appropriately and patients are supported in accessing this service.

Care Navigator **JEMMA**

Our Care Navigator supports patients by coordinating care and improving access to services. Jemma manages DNA reports, follows up with patients to rearrange appointments, and oversees FP10 prescription boxes to ensure prescriptions are processed accurately. She works closely with the practice team to support smooth day-to-day operations.

Care Navigator **JOANNE**

Our Care Navigator, Joanne, supports the efficient running of the practice by coordinating patient care and key administrative processes. Her responsibilities include managing DNA letters and preparing monthly figures to support monitoring and reporting. Working closely with the wider practice team, Joanne helps improve patient engagement, attendance, and overall service delivery.

Care Navigator **ELLIE**

Ellie is the practice's Dementia Friendly Lead, supporting patients with dementia and promoting an inclusive surgery environment. She also produces the practice newsletter, manages unclaimed prescriptions, and undertakes wider Care Navigator duties to support efficient practice operations.

Care Navigator **ANNA-LOUISE**

Anna-Louise supports the day-to-day running of the practice through her Care Navigator role. Her responsibilities include monitoring blood pressure machines and assisting with wider Care Navigator duties, helping to ensure patients receive safe, effective, and well-coordinated care.

Care Navigator **EMMA**

Emma supports the day-to-day running of the practice in her Care Navigator role. Her responsibilities include overseeing the first aid box and assisting with wider Care Navigator duties, helping to ensure a safe, well-organised, and efficiently run practice.

STAFF UPDATES

- We are pleased to announce that we have welcomed Sharon to our Secretary Department. Sharon will be responsible for providing administrative and secretarial support, including managing correspondence, and coordinating documentation.
- We are pleased to welcome Dr Vivian Onwudinjo, Registered GP, to our practice. Dr Onwudinjo joins the team with a strong commitment to providing high-quality, patient-centred care, and we are delighted to have her supporting our patients and wider clinical team. We look forward to the experience and expertise she brings to the practice.

PATIENT COMPLIMENTS

- The patient had missed an appointment and attended the surgery to provide an explanation. Jessie, one of our Care Navigators, came out from reception to sit with the patient. The patient expressed great appreciation for this act of kindness and stated that Jessie was very understanding and helpful.
- The patient wished to express her gratitude to Nurse Victoria, noting that she was exceptionally understanding. The patient described Nurse Victoria as the kindest and most pleasant person she has spoken to in a very long time.

We Are a Veteran Friendly Practice



We are a Veteran Friendly Accredited GP surgery and proud to support our veteran community.

As a Veteran Friendly Accredited practice, we:

- Recognise the importance of identifying veteran patients within our community
- Understand the unique physical and mental health needs that veterans may have
- Strive to provide veterans with the highest standard of care and support
- Know about specialist veteran healthcare services and referral pathways
- Undertake regular training and development to ensure we meet the commitments of the Armed Forces Covenant

If you are a veteran, please let us know that you have served. This helps us ensure you receive the most appropriate care and access to specialist support if

You can learn more about the Veteran Friendly Accreditation at:
rcgp.org.uk/veterans

ST JOHN'S
MEDICAL
CENTRE



NHS

Using AskmyGP Acute vs Routine Appointments

To help us *provide the right care at the right time*, please choose the correct option on AskmyGP.

! ACUTE (Urgent)

Choose **Acute** if your problem:

- Started suddenly
- Is getting worse
- Needs same-day advice



Sudden illness



Severe pain



Breathing issues



Reviewed first, same-day contact

ROUTINE (Non-Urgent)

Choose **Routine** if your problem:

- Not urgent
- Ongoing for a while
- Can safely wait



Medication review



Fit notes



Referral requests



Reviewed in order, later appointments

If symptoms are life-threatening, call 999 or go to A&E.

🕒 AskmyGP is open all day

- ✓ AskmyGP is open **08:00~18:30** Monday–Friday
- ✓ Acute requests will close once capacity is reached. At that point, please:
- 📞 Use **111, Urgent Treatment Centre (UTC)**, or a pharmacy



Please do not submit duplicate requests.

Thank you for helping us deliver the right care at the right time.

ST JOHN'S MEDICAL CENTRE



Patient Participation Group

Find us on Facebook!

 Follow us for all the latest news and services provided by the surgery and updates on the NHS



Find us on
Facebook

www.stjohnsmedical.co.uk

JOIN US NOW

NHS

Missed Appointments Impacting Our Service

NHS

217 Appointments

Missed Last Month

36 hours and **10 minutes** of clinical time wasted

Missed appointments
reduce availability for
other patients in need.



Help us provide
the best care
for everyone.



To Cancel Your Appointment:

Please text: _____

07346 498337



Include your Name, Date of Birth,
and the Appointment you wish to cancel.

Thank you for your cooperation.