

# Green Space

--- Summer 2025 ---

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**Welcome to the Summer Edition of LFMC's Community Newsletter !!!**

Here are some exciting updates and news about LFMC practice.



### Introduction of Cloud Based Telephony

LFMC is delighted to inform patients about the new Cloud Based Telephony system where patients go through an automated menu with various options, helping them connect to the right staff member more quickly and freeing up the line for other queries.

If more than four patients are waiting, calls will be queued, ensuring no call is rejected, and patients are handled on a first-come, first-served basis.

Advanced cloud-based telephony also offers a call-back feature, allowing patients to save their place in the queue and receive a call back when it's their turn. This is a convenient option for patients with busy schedules, as they can continue with their day while waiting.

### Get Involved

Would you like to volunteer or support the NHS while meeting new people? City and Hackney services connect communities through the power of volunteering. There are many ways to make a difference. Whether you're volunteering with local charities or supporting one of our services, we're here to help you every step of the way.



### Together Better

Want to take part in free activities, support the NHS, and meet new people? Join our Together Better service, which empowers local people to run and take part in free activities in GP surgeries across City and Hackney.



While warmer weather is enjoyable for many, it also brings a higher risk of insect bites and stings. Check out our tips on managing bites and stings and when to seek medical advice.

[www.nhs.uk/conditions/insect-bites-andstings](http://www.nhs.uk/conditions/insect-bites-andstings)



Will you like to have a say in how the practice is run? Why not join our patient participation group, you can help shape and design service delivery. Please contact Wunmi for further information.