

Fosse Medical Centre (FMC) Patient Participation Group (PPG)

Newsletter – Spring 2022
Issue 40



Thank you NHS



Fosse Medical Centre
334 Fosse Road North
Leicester LE3 5RR

Thank you Fosse Medical Centre

The Patient Participation Group (PPG) would like to take this opportunity to thank all the staff at Fosse Medical Centre for the magnificent efforts they have made over the last year and a half to look after their patients during the most challenging time imaginable. Their dedication and commitment have been extraordinary. So many adaptations to previous practices have had to be made and all the time patients have been seen, supported and looked after.

Do you know that the surgery was only closed for four days right at the start of the pandemic, in order to put up screens and put in place adaptations to make the building safe for staff and patients? Telephone appointments were put in place and face-to-face appointments continued throughout the pandemic. Now patients are given the option of face-to-face appointments or telephone, whichever they prefer.

Patients need to be aware that many practices within the city completely closed their doors to patients during the pandemic and some have still not opened them!

The vaccination programme undertaken by the staff has ensured that all FMC patients and many other people have been vaccinated in a timely and professional manner. The speed in which the “car park room” was built to enable safer vaccinations was amazing!

To all the staff at FMC we can't thank you enough....you are life-savers!



Plaudits and Complaints



Most of the patients of Fosse Medical Centre have been totally supportive of the hardworking staff and appreciate their effort. The staff have been thrilled to receive thank you cards, cakes, flowers and even takeaways throughout the last two years.

The staff acknowledge that patients have not always been able to get through on the telephone easily and that was mainly due to the telephone number having (for logistical reasons) to be used for patients making medical appointments as well as people making vaccination appointments. (They have administered over 39,000 vaccines!)

There have been a small, but worryingly increasing number of patients who have thought it was acceptable to berate the reception staff if they have had to wait a long time to get through on the phone or there has not been an appointment when they wanted it. This is totally unacceptable behaviour and will not be tolerated. The Patient Participation Group helped to write a Zero Tolerance Policy which is clear that any threatening, abusive (including swearing) or violent behaviour towards any member of staff or patients will be taken very seriously. The patient will be asked to stop, or if necessary, asked to leave. They could then be removed from the list of patients and would have to find a new surgery.

See over for how to book appointments online

Use the NHS app

The best way to get in contact with Fosse Medical Centre is through the NHS App. All you need is a smart phone and possibly a little help. You can download the app through your app provider.

Once this is set up you can.....

- See your medical records and test results
- Ask for advice
- Order a prescription
- Make an appointment with a doctor (choosing face-to-face or telephone)
- Find NHS information about hundreds of conditions.

If more patients used the NHS App it would free up the phones for those people without a smart phone, let people get through more quickly to make an urgent appointment or an appointment with the nurse or a Health Care Assistant. These cannot routinely be made online because it is very difficult to know exactly how long to allocate as procedures vary greatly in how long they take.

If you are unsure how to download and get the NHS App going, please get in touch (not by phone!) and you will be helped. Please give it a go!

Coping with Covid-19

The last two years have been extremely difficult for everyone. Our hearts go out to people who have lost dear family members or friends.

Even though the government has stopped all measures to prevent the spread of Covid-19 unfortunately the pandemic is not over. There is still a very high incidence of infection and the Omicron variant is highly infectious.

Please continue to protect yourself and other by making sure you have all the vaccinations that you should have, wear a mask when close to people, keep up with your hand washing and sanitation.

Make sure you are familiar with the main symptoms as the symptoms of Omicron are different to the Wuhan variant.

The top symptoms are

- 1) Runny nose
- 2) Headache
- 3) Fatigue (mild or severe)
- 4) Sneezing
- 5) Sore throat

Yes, cold-like symptoms!

Please be aware that the NHS expects all patients to wear a mask on their property at all times. This includes at the surgery. You will be asked to wear a mask. Please do so.



Patient Participation Group

The PPG is a group of patients that communicate with the surgery to help to improve their services. If you would be interested to join the group please contact the Chair – Jane Rudon at janerudon@virginmedia.com for more information. We would particularly welcome BAME, LGBTQ+ and younger patients. Please get in touch! We are a friendly group.