

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

Newsletter – Summer 2022
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Fosse Medical Centre
334 Fosse Road North
Leicester LE3 5RR

THANK YOU TO PATIENTS WHO ATTEND APPOINTMENTS ON TIME AND TREAT STAFF COURTEOUSLY

BEST WISHES FOR A LONG AND HAPPY RETIREMENT TO DOCTORS GOPAL AND NINA SHARMA

Many of you will be aware that Dr G Sharma has retired and that Dr Nina Sharma will retire at the end of September. They have really made Fosse Medical Centre the amazing surgery it is today. We thank them for their kindness, compassion and professionalism and wish them all the very best for the future.

APPOINTMENTS – BE THERE – BE ON TIME – PLEASE!

There has been quite a lot of publicity recently in the media about the difficulty some patients, nationally, are having in getting appointments at their surgeries. Here at Fosse Medical Centre we are very lucky because patients can usually get a same day or following day URGENT appointment plus we can get NON-URGENT appointments within a week or so.

These NON-URGENT appointments can be easily booked, night or day, by using the NHS App.

Patients who are unsure how to use the NHS App can ask at reception and they will be helped to set it up and use it.

Appointments vary in length depending on what the appointment is for. Usually a GP appointment will be 10 minutes. Some appointments, such as for smears need a lot longer, up to 30 minutes. If patients do not attend their appointment and do not call to say they are not coming so that the time can be re-allocated, a lot of precious appointments can be wasted. Of course, these appointments could have been taken by someone who needs one. These appointments are called DNAs (Did Not Attend).

In April of this year there were 127 wasted GP appointments and 133 wasted Nurse/ Health Care Assistant appointments. That adds up to a staggering 583 hours!! These appointments were for baby clinics, travel vaccines, contraception, smears, all sorts. Some people did not attend their urgent same-day appointment. What a waste! What a shame!

Our plea is that if you decide you no longer need your appointment, or you cannot attend for whatever reason, please, please, please phone reception and cancel the appointment or cancel it online. Then another patient can use the time and the doctors, nurse and Health Care Assistants will not be waiting in vain for you.

Also please don't expect to be fitted in if you arrive late for your appointment. You will have been allocated an appropriate amount of time for your condition. Sometimes the doctor will need longer and this might make the next patient have to wait for a while. However, it would not be fair to other patients if your lateness caused the next patient to have to wait longer. Plus, it could be medically unsound for the doctor or other healthcare professional to examine, plan and treat you in a shortened amount of time.

YOU MAY BE FRUSTRATED BUT DO NOT ABUSE STAFF

Sometimes patients have to wait a while to get through on the telephone and sometimes there is not an appointment available for a while and patients can find that very frustrating. This is understood. However, unfortunately a small number of patients have taken their frustration out on members of staff, in particular reception staff. THIS IS COMPLETELY UNACCEPTABLE.

Fosse Medical Centre has a Zero Tolerance Policy to support staff. If a patient is physically threatening or verbally aggressive, they may be DEDUCTED. That means that they might be removed from the patients' list and would have to find another surgery to go to.

IF YOU THREATEN STAFF YOU THREATEN YOUR REGISTRATION.

Below is the Zero Tolerance Policy in full.....

'Here at Fosse Medical Centre we aim to treat our patients courteously at all times and we expect our patients to treat our staff in a similar respectful way.

We take seriously any threatening, abusive or violent behaviour towards any of our staff or patients. SWEARING IS ABUSE.

If a patient is violent or abusive they will be asked to stop. If they persist, we will exercise our right to ask them to leave the premises (the police may be called if necessary) and we may take action to have them removed from our list of patients.

The Practice supports the Government's zero tolerance campaign because violence and abuse is a growing concern. Violent or abusive patients will be reported to the police and taken off the GP's list'



COVID IS STILL WITH US

Unfortunately the incidence of covid is increasing again with new strains affecting many people.

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 so come along.