

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

Newsletter –Autumn 2018  
Issue 33



Fosse Medical Centre  
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## **Fosse Medical Centre – Patient Questionnaire 2018/19**

The results of the Patient Questionnaire have been collated and a very high level of satisfaction has been shown for all aspects of the care received by patients. 95% of patients surveyed would recommend Fosse Medical Centre to a friend. We hope that the 5% who would not recommend FMC have raised any issue of dissatisfaction with an appropriate member of staff so that concerns can be addressed.

Quite a few people were not aware that there is a physiotherapist at FMC (maybe they have never needed one!) but nearly everyone thought his services should be retained.

There are still a good proportion of patients who are not aware of online booking. It is easy to register (just ask at reception) and can really help patients book an appointment at a time convenient for them. Non-urgent appointments can be booked several weeks in advance.

**One great advantage to booking online is that all the same-day urgent appointments are released at the same time – at reception and online. So at 8am and 1.30pm rather than trying to telephone for an appointment, you can go online and get an appointment at a time that suits you.**

Thank you to those people who completed the questionnaire. It has been decided to continue with the questionnaire so FMC can get further feedback from patients. You can find a questionnaire on reception.

## **Your Patient Participation Group**

The Patient Participation Group (PPG) exists to provide a means of communication between doctors and patients about the services provided by the Medical Centre. If you would like to join this patient group (meeting every 6-8 weeks) please contact the Chair – Jane Rudon at [janerudon@virginmedia.com](mailto:janerudon@virginmedia.com)

We would particularly welcome younger, Minority Ethnic or LGBT people but all are welcome!



## **Flu vaccinations winter 2018/19**



For the last few years Fosse Medical Centre has invited eligible patients to attend a Flu Vaccination Clinic – usually on a Saturday in October. It is a great opportunity for patients to receive their flu jab and also to make sure that their medical records are up to date and for the staff to review their medication. This has worked extremely well.

Unfortunately this year, the supplier of the vaccinations have not released the deliveries in the same way and this has led to a shortage of vaccinations particularly for those patients who are 65 or over. Supply cannot keep up with demand. This is not FMC's fault – they order the appropriate number of vaccinations in very good time.

However, **do not be worried!** FMC knows whether you should receive a flu jab or not and whether you have had one or not. You will be invited to make an appointment at the earliest opportunity when the appropriate jabs are available. It is still only autumn and there is plenty of time to receive your jab in good time for winter.

## **Call 111**

If you need medical help or advice quickly but it is not a 999 emergency you can call 111. You will speak to a fully trained adviser who can connect you to a nurse, an emergency dentist, a GP or even arrange an emergency appointment.

The surgery will receive a letter after every phone call so that patient records can be updated.

## **Fosse Medical Centre Christmas Closure**

FMC will be closed on December 25<sup>th</sup> and 26<sup>th</sup> and on January 1<sup>st</sup>. If you need medical help during the closure you can call 111 and request an appointment at one of the hubs.

## **Self Care and Over –The- Counter Medicines**

NHS England (NHSE) recently carried out a public consultation on reducing the prescribing of medicines which can be bought over-the-counter for minor, short-term health concerns. In the year prior to June 2017, the NHS spent approximately 569 million pounds on prescriptions for medicines which could have been purchased over-the-counter from a pharmacy or other outlets.

NHSE wants everybody in the country to be in the same situation so is asking Clinical Commissioning Groups (CCGs) to adopt the same practice of NOT routinely prescribing certain medicines.

In Leicester, from January 2019 GPs will not routinely prescribe medicines for a large number of conditions that are suitable for self-care or are self-limiting. The list includes acute sore throats, cold sores, cradle cap, mild cystitis, dandruff, diarrhoea (adults), head lice, infrequent constipation, mouth ulcers, nappy rash, athletes foot, travel sickness and quite a few others.

Items of low clinical effectiveness such as probiotics, vitamins and minerals will also not be routinely prescribed.

So what does it mean for the patient?

It means that if you suffer from one of the listed illnesses and you do not know how to treat it, you will need to seek advice from your pharmacist who will be able to tell you which over-the-counter medicine is suitable. Usually common sense helps! For example, if you have a bad cold, wrap up warmly, take plenty of fluids and rest, taking pain killers if necessary to alleviate painful symptoms.



## **The Drop-In Afternoon on September 19<sup>th</sup>**

On Wednesday 19<sup>th</sup> September, Fosse Medical Centre with the Patient Participation Group, held its first Drop-In Afternoon.

It was aimed primarily at elderly and frail patients and their carers and these people were sent specific invitations. A number of organisations, including Age UK, Dementia UK, Carers UK, Abdominal Aortic Aneurysm Screening, Bowel Screening, Parkinson's Disease and Care Navigators, were invited so that interested people could come and get advice and guidance from experts.

Unfortunately the weather was very bad that day, but the welcome the people received from staff was very warm. A number of people came and spent a long time talking to the different organisations. Some people had their flu jab whilst they were there.

Overall was a very successful afternoon and it will be repeated next year, probably in March or April. Next time the focus will be the Under-5s so look out for posters in the waiting room giving information about the next event.

Thank you to all who organised it so well and to the people who attended.

## **Attendance Rates**

Here you can see the percentage of people who have been able to attend their appointment from June to August 2018. **Thank you** to everyone who attended.

**Please** contact Reception if you are unable to attend your appointment so it can be given to someone else.

<u>Month</u>	<u>Doctors</u>	<u>HCA's/Nurse</u>
June	94%	87%
July	95%	85%
August	86%	87%

**What happened in August? Let's try to keep improving these figures!!**