

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

Newsletter – Autumn 2019  
Issue 37



Fosse Medical Centre  
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## **Blood Tests at Fosse Medical Centre**

Everyone knows that GPs funding has been reduced over a number of years and at the same time the number of people seeking medical help has increased. This inevitably puts a strain on surgeries and Fosse Medical Centre endeavours to ensure that patients receive the best possible service.

FMC aims to ensure that an appointment for a routine blood test is given within two weeks of the request. Obviously emergency blood tests will be done more quickly.

Unfortunately, during the spring and early summer a staff shortage meant that it was not possible to book routine blood test appointments within two weeks and delays occurred. FMC would like to apologise to any patients who had such a delay and is confident that the staffing issue has been resolved and that such delays will not be a common occurrence.



## **Zero Tolerance of Unacceptable Behaviour of Patients**

Several years ago the Patient Participation Group worked with members of staff of Fosse Medical Centre and developed a Zero Tolerance Policy.

Fortunately most patients treat the staff at FMC with the respect they deserve (and are treated correspondingly well). However, there is a small number of patients who are abusive to staff and they must remember that this is NOT ACCEPTABLE. Nobody comes to work to be abused. No matter how ill, drunk or frustrated a patient might be, the staff should be treated with respect.

Patients who abuse staff and do not respond positively to admonishment will be removed from the list of patients and will have to find a new surgery. Saying sorry after continued abuse is not good enough.

Here is a reminder of the Zero Tolerance Policy.....

***Here at Fosse Medical Centre we aim to treat our patients courteously at all time and we expect our patients to treat our staff in a similarly 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.***

## **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!

Don't worry if you are not able to commit to attending every meeting because of family or work commitments. Even if you attend from time to time, your presence and input would be welcome.

Welcome





## **Flu Vaccinations**



Every year certain patients are offered a flu vaccination. These patients include the elderly, chronically sick, very young etc. The very strong advice from the surgery is to take up that offer of a flu jab at Fosse Medical Centre. You may be aware that some pharmacies and supermarkets also offer flu jabs but they do not have the personal knowledge of your health needs in the same way that FMC does.

Appointments can be made in the usual way but be aware that there will be three Saturday clinics to enable more people to have easy access to their flu jab. The dates of these are 14<sup>th</sup>, 21<sup>st</sup> and the 28<sup>th</sup> September. At these clinics you may benefit from having routine checks such as blood pressure etc. undertaken. There will also be an opportunity to familiarise yourself with the NHS App.

**Remember – flu is a very nasty illness and should be avoided if at all possible.**

## **Ordering of Repeat Prescriptions by Pharmacists**

Previously some pharmacies offered a service to order patients' repeat prescriptions for them. Patients need to be aware that this service has been discontinued.

## **NHS App – DO YOU USE A SMART PHONE?**

If you are over the age of 13 and use a smart phone you can download the NHS App and use it to book GP appointments, order repeat prescriptions and access a range of other healthcare services. This should empower patients and enable you to be more responsible for your health and save time.

With the NHS App you can check your symptoms and find reliable NHS advice on hundreds of conditions and treatments; search for, book and cancel appointments; order repeat prescriptions; view your medical record; register to be an organ donor; chose how the NHS uses your data – whether your data can be used for research and planning.

The NHS App is free to download from the App Store and Google Play.

## **Welcome to a new member of the team**

The Patient Participation Group would like to welcome Dr F Topala to the Fosse Medical Centre team.

Patients will meet Dr Topala as she is sitting in with the doctors and meeting patients. Soon she will be holding her own clinics.

## **Attendance Rates**

Here you can see the percentage of people who have been able to attend their appointment from Jun to August 2019. **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	95%	88%
July	95%	90%
August	91%	83%

*These figures aren't bad but let's try and improve them!*