

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

Newsletter – Spring 2019  
Issue 35



Fosse Medical Centre  
334 Fosse Road North  
Leicester LE3 5RR  
Tel: 0116 2957100

## **Fosse Medical Centre Infection Control Policy**

Staff at Fosse Medical Centre take Infection Control very seriously. They completely understand how important it is that all clinical procedures are carried out with Infection Control in mind. Different members of staff have responsibility for all aspects of Infection Control with cleaning staff playing important roles.

Wherever possible or practicable washable or disposable materials are used for such things as seats, bed curtains, couch rolls, towels etc. These will be changed or laundered frequently to minimise the risk of infection.

A daily, weekly, monthly and 6 monthly cleaning programme is in place and followed by the cleaning staff

Infection Control training takes place for all staff on an annual basis and includes training on hand decontamination, hand washing procedures, sterilisation procedures and the safe disposal of sharp objects. New recruits are trained at the earliest opportunity.

Inspections both planned and unexpected take place regularly to ensure that procedures are being followed.

### **What can we, as patients, do to help?**

- Thorough handwashing is the best way to prevent infection. Germs on your hands can contaminate everything you touch.
- Use the hand sanitiser on the way into the surgery and on the way out.
- If you have coughs and sneezes, use a tissue and then wash your hands. Remember that the germs in a sneeze can travel up to 100 mph and travel up to 2-3 metres.
- If you think you have an infection, consider requesting an early or late appointment, when there are fewer patients in the waiting room.



©Ron Leishman \* illustrationsOf.com/1049229



## **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.

## **Infection Control in the home**

When someone is ill at home it is very important to try and stop germs from spreading. Some illnesses can be spread by sharing towels. Others can be spread by touching door handles or light switches, loo handles, taps and other surfaces.

Wash towels or soiled bedding in hot water. Clean toilet seat, flush handles, door handles and light switches every day.

Welcome



## **Single Point of Access (SPA)**

If you have had to have various minor procedures or had some stitches out, you might have had an appointment at a Single Point of Access for Community Health Services. The Single Point of Access (SPA) coordinates all urgent and non-urgent referrals for community nursing, intermediate care, therapy services and admission to community hospitals across Leicester, Leicestershire and Rutland.

The SPA enables patients receiving care from the community health services to call one number for advice or care in between planned visits.

It also enables healthcare professionals to call one number for advice on referrals, prioritising clinical need and matching a patient's needs to the right service, avoiding the need to navigate complex systems and multiple points of contact.

The SPA operates 24-hours a day, 7 days a week.

This is all well and good but the SPAs are spread out throughout Leicester and you may well receive an appointment in Belgrave or Saffron Lane. This might be alright if you are pretty fit and well and have means of transport but what if you are feeling poorly? Or frail? Or would have to take several buses just to have a wound dressed, for example?

If you have any views about this service or have a story to tell about it, please contact Jane Rudon, Chair of Fosse Medical Centre Patients Participation Group by email at [janerudon@virginmedia.com](mailto:janerudon@virginmedia.com) or you can leave a message at reception. There is also a small box on reception where you could post a message, preferably with your contact details.



## **Holiday Travel Vaccinations**



If you are travelling abroad this year and need travel vaccinations, please leave plenty of time. You will need to make an appointment with the nurse to discuss your plans or fill in the form you can get from reception or from the website [fossemedicalcentre.co.uk](http://fossemedicalcentre.co.uk). Once the necessary vaccinations have been agreed, they may need to be ordered, as some have to be very fresh. Then you need another appointment to have them administered. This all takes time. If you leave it too late and have to go to a private clinic it can be very expensive!



## **Attendance Rates**

Here you can see the percentage of people who have been able to attend their appointment from December 2018 to February 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>
December	93%	88%
January	95%	93%
February	94%	91%

***Lets try and make the figures for the next three months even better.***