

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



Newsletter – spring 2023 Issue 47

Medical reviews

This is the time of year when FMC tries to ensure that all patients have been reviewed and blood tests etc are up to date. You may be contacted by the surgery to make an appointment to review your medical situation. It might be with a doctor, a nurse or with Ravi Tank the Pharmacist.

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FEELING UNWELL? TRY YOUR PHARMACY FIRST

Everyone knows that the National Health Service is under a lot of pressure at the moment with staffing issues, shortage of beds etc. It is even more important than ever that patients make the best choices about how to access the services they need and don't go to the hospital or the surgery unnecessarily.

Simple ailments, such as minor cuts, headaches, hangovers, coughs and colds can respond to selfcare. Most people keep a few painkillers and creams at home.

Pharmacists are highly trained and are able to deal with many illnesses. They can check your symptoms and recommend the best treatment or just reassure you. They can also tell you if you need to see a doctor or nurse. Pharmacies are open long hours; you don't need an appointment and you can get advice and any medicine very quickly, efficiently and often more cheaply than paying for a prescription.

Conditions that can be treated by pharmacists include.....

Athlete's foot	Eczema/Dermatitis	Oral thrush
Back pain - mild	Emergency contraception	Period pain
Chicken pox	Haemorrhoids (Piles)	Scabies
Colds and flu	Hay fever	Sore throat
Cold sores	Headache	Sprains
Colic	Head lice	Teething
Conjunctivitis	Indigestion	Temperatures
Constipation	Insect bites	Threadworm
Coughs	Mouth ulcers	Vaginal thrush
Diarrhoea	Nappy rash	Verrucae
Ear wax	Nasal congestion	Warts

Please be aware that reception staff have been trained to ask patients requesting GP appointments what the issue is and if it is a problem that is better treated at the pharmacy they will ask the patients to go to the pharmacy instead of seeing a doctor.

By using pharmacies instead of automatically requesting an appointment with a GP, more appointments can be freed up for those patients who have a clinical need to see a GP or a nurse.

PATIENT PARTICIPATION GROUP

The PPG is a group of patients that communicate with the surgery to help to improve their services. We meet, usually on a Tuesday afternoon from 4.45 – 6pm, every 6 – 8 weeks. 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.

If you feel that you are unable/unwilling to come to a meeting, you can now get in touch with the group using this new email address.....[PatientParticipationGroup\(FMC\)@nhs.net](mailto:PatientParticipationGroup(FMC)@nhs.net)

Please be aware that the group will not be able to reply to messages but they will be discussed by the PPG and with the surgery if appropriate. This email address must not be used for anything clinical. For example, do not use it to request an appointment, a prescription or anything like that.

It can be used to pass on positive ideas to improve the surgery or any plaudits. It should not be used for complaints as there is a complaints system that should be followed, the first step being to write to the Practice Manager.

Please get in touch! We are a friendly group so come along to a meeting or send an email.

PATIENTS WHO DID NOT ATTEND APPOINTMENTS

It is very important that patients attend the appointments that they have made. It is such a waste of time, money and expertise if patients Do Not Attend (DNA). Fosse Medical centre is carefully monitoring non-attendance and may contact patients who miss appointments.

Here are the DNA statistics for December 2023, January and February 2023.

If you can no longer attend your appointment, please let the surgery know so that someone else can use it.

	<u>Number of missed appointments</u>	<u>Hours wasted</u>
December	274	59.95
January	283	63.8
February	294	68.3

These figures are far worse than the previous 3 months and are really quite shocking.

We know that patients sometimes have to wait longer than they would like to make a non-urgent appointment. If all the people who did not attend these appointments had let the surgery know that they were not coming, all these appointments would have been freed up for other people to have.

Repeat offenders can be contacted and in extreme cases can be removed from the practice.