

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



Newsletter – Summer 2023 Issue 48

Hopefully you are aware that there is a group of patients who liaise with medical and admin staff to try to help improve the surgery. If you would like to contact the Chair of the PPG, there is a new email address [PatientParticipationGroup\(FMC\)@nhs.net](mailto:PatientParticipationGroup(FMC)@nhs.net)

This is NOT a medical email but for helpful suggestions and comments. It will be a no reply email.

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

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 March, April and May 2023

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

	Number of missed appointments	Hours wasted
March	326	82.8
April	466	126
May	383	124.4

These figures are even 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.

ISSUING PRESCRIPTIONS

Please be aware that reception staff are not allowed to take or issue prescriptions over the phone and will not take prescriptions from a pharmacy. Quite simply it is a safety issue and Fosse Medical Centre follow best practice in this matter.

Patients can use the NHS App (most convenient), can come into the surgery or ask a friend or neighbour to come into the surgery or send a request by post.

FOSSE MEDICAL CENTRE – A TEACHING PRACTICE

Fosse Medical Centre is proud to be a teaching practice and often welcomes medical students at all stages of their training to work alongside the experienced staff.

As a teaching practice, the surgery takes part in research and sometimes patients might get a text asking if they would take part in research. So don't be surprised and do take part if you would like to.

SELF-REFERRAL

In previous newsletter it has been made clear that the first port of call for a patient who is feeling unwell should be at a pharmacy. Our reception staff are trained to inform patients if their ailment can be treated at a pharmacy. This frees up doctors' appointments for those who really need to see a GP.

There are a number of services that patients can self-refer to because the patient does not need to see a GP and should not see the GP.

Below is a list of the services that patients can access directly, allowing the patient to be seen by the appropriate person much more quickly.

Diabetes prevention programme - 0333 577 3010 - <https://preventing-diabetes.co.uk/referral/2-2/> - patients will need their latest HbA1c result

Podiatry - 0116 225 5118 - <https://www.leicspart.nhs.uk/service/podiatry/>

Physio - 0300 300 0046 - <https://www.leicspart.nhs.uk/services/referrals/?v=12911> - will need NHS number

Midwife - <https://www.leicestermaternity.nhs.uk/maternity-services/register-with-a-midwife/>

Sexual Health Services - Suspected sti, - 0333 332 4625 - telephone lines are open Monday to Friday between 10:00 – 16:00. Based at De Montfort Surgery, Saffron Health and Victoria Park Health Centre

GUM (Sexual Health Service) - 0300 124 0102 - <https://leicestersexualhealth.nhs.uk/personal-health-record-phr> - Haymarket Shopping Centre

BPAS - 0345 730 4030 - <https://www.bpas.org/>

ORCHID SERVICES (abortion care and contraception) - 0116 2585939/ 07867528791 - <http://yourhealth.leicestershospitals.nhs.uk/library/women-s-children-s/gynaecology/1032-the-orchid-clinic/file>

Turning point - 0330 303 6000 - <https://www.turning-point.co.uk/services/drug-and-alcohol-support/self-referral>

Stop Smoking - 0116 454 4000 - <https://leicslivewell.referral.org.uk/selfrefer>

East Midlands Gambling Harms Service telephone number – [0300 013 2330](tel:03000132330)

Website address – www.eastmidlandsgambling.nhs.uk

Early Help - 0116 454 1004 - early-help-queries@leicester.gov.uk - <https://www.leicester.gov.uk/health-and-social-care/support-for-children-and-young-people/early-help/>

Vitaminds - 0330 094 5595 - <https://www.vitahealthgroup.co.uk/make-a-referral/>

Community Family Therapy Service - 0116 295 2909

- <https://www.leicspart.nhs.uk/services/referrals/?v=15824>

Relate - Childrens and Young People Counselling - 0116 254 3011

- <https://www.relateleicestershire.org.uk/>

Harmless - info@harmless.org.uk - <https://harmless.org.uk/>

Central Access Point - 0808 800 3302 - <https://www.leicspart.nhs.uk/service/central-access-point/>

The Children and Young People's Mental Health Triage & Navigation Service - 0300 1000 409

- dhu.patient-experience@nhs.net - <https://www.myselfreferral-llr.nhs.uk/>

Op COURAGE - 0300 323 0137 - email mevs.mhm@nhs.net - <https://www.nhs.uk/nhs-services/armed-forces-community/mental-health/veterans-reservists/>