

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



Newsletter – Autumn 2023 Issue 49

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

## **FOSSE MEDICAL CENTRE PATIENT QUESTIONNAIRE 2023**

Earlier this year a patient questionnaire was undertaken and a number of patients were asked questions about their awareness of services provided by Fosse Medical Centre and what they thought about them. It was a small survey but the results were interesting.

<b>FOSSE MEDICAL CENTRE PATIENT QUESTIONNAIRE 2023</b>		
	<b>YES</b>	<b>NO</b>
Aware of website and practice leaflet?	45%	55%
Downloaded NHS App?	67%	33%
Happy with services?	95%	2%
Additional healthcare services needed?	12%	84%
Any areas for improvement?	29%	67%
Aware of Google reviews?	70%	12%
Aware of NHS Choices?	30%	52%

Participants were able to comment on the issues surveyed and their responses have been looked at by the healthcare staff and the Patient Participation Group to try and make Fosse Medical Centre the very best it can be. These discussions are ongoing.

The survey showed that 95% of those questioned were happy with the services provided by the surgery. Only 2% were unhappy and 3% were either new to the practice or unsure. This indicates that Fosse Medical Centre is providing a very good service in spite of the many issues that put pressure on medical centres.

Some of the additional services requested are actually already provided by FMC so it shows that the surgery can work to ensure that patients are fully informed of everything that can be accessed there. Increased awareness of the website and practice leaflet will help.

Whilst most patients are very happy with the care they receive and the attitude and professionalism of staff issues about the availability of appointments and the ease of getting through to reception were raised by a number of patients. Of course, it is an issue of resources and more reception staff and/or telephone lines would inevitably mean a reduction elsewhere. Where? That's the issue that the management are facing all the time to try and balance everything that goes into running a surgery. There is no complacency and efforts are always being made to improve things but it is heartening that so many patients think that Fosse Medical Centre is doing a really good job. Our thanks go to all the staff.

## **VACCINATIONS UPDATE**

Childhood vaccination rates against **Measles, Mumps and Rubella (MMR)** have fallen in the last 10 years which leaves a large number of infants and children and adults vulnerable. If you think your child might have missed one or more of these vaccinations, look in the child's Red Book and if necessary make an appointment at the surgery. The vaccine schedule is that a baby will have the first MMR dose at 1 year and the second MMR dose at 3 years 4 months. **Currently there is a national outbreak of measles and children who are starting school are especially at high risk. They should have had 2 MMR vaccines before they start school.**

**Measles** is a highly infectious respiratory infection which can make infants and children very ill and can be potentially life threatening.

**Mumps** is an infection that can cause unpleasant swelling of glands just below the ears which can be painful and make swallowing difficult.

**Rubella** is also known as German Measles and although it is quite rare it can be serious if a woman is pregnant. (It can cause miscarriage or serious problems for the baby is especially if it is caught in the first 20 weeks of pregnancy.) It can also make a patient have aching fingers, wrists or knees and cold/flu type symptoms.

In the UK we are fortunate to be able to have a safe and effective combined vaccination which protects the population against these three serious and highly infectious illnesses.

### **IT IS IMPORTANT TO CATCH UP ON ANY MISSED VACCINES.**

**Shingles** is another nasty infection which can cause a painful rash often on your chest or tummy but it can appear anywhere on your body including on your face, eyes and genitals. Shingles can make you have a headache and feel really poorly. Rarely it can lead to long-lasting pain, hearing loss or blindness. Yet again, our NHS provides a vaccine to help protect against this illness. It is routinely given to older people who are most at risk of feeling very unwell. It is recommended for people who turn 65 on or after 1<sup>st</sup> September 2023, people aged 70-79 and people aged 50 and over with a severely weakened immune system. If you fall in these categories, please contact the surgery to make an appointment.

**Flu vaccinations** – It's that time of year again when some patients are invited to have their annual flu jabs. This is free for all adults age 65 and over, anyone under 65 with certain health conditions, all pregnant women and children aged 2-3 years on 31<sup>st</sup> August 2023.

**Covid vaccinations** may be offered to people who are aged 65 or over (65 by 31<sup>st</sup> March 2024), anyone aged 6 months to 64 who are at increased risk, anyone living in a care home for older adults, a frontline health or social care worker, aged 16-64 and a carer, or aged 12-64 and living with someone with a weakened immune system. If you think you are eligible and have not been contacted by the surgery, get in touch with the surgery.

More information about all these vaccinations can be found on the NHS website.

## **PATIENTS WHO DID NOT ATTEND APPOINTMENTS**

Here is the latest data about missed appointments with doctors, the nurse, Health Care Assistants and other healthcare staff.

	<u>Number of missed appointments</u>	<u>Hours wasted</u>
June	386	120.05
July	356	102.55
August	321	78.55