

NEWSLETTER

WINTER '25 ** ** ISSUE 59

FMC **Fosse
Medical
Centre**

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SURGERY TIMES

Weekdays 8.00am to 6.30pm
- until 8pm on Wed & Thurs
(Wednesday afternoons may be
closed for training)

**If you cannot keep an
appointment please
contact Reception
to cancel.**

A BIG THANK YOU... 😊

The number of DNAs (*Did Not Attend*s) has fallen considerably over the past couple of months. Our thanks to everyone who took the time to cancel an appointment they no longer needed. It makes such a difference, not just in wasted time for our Doctors, but because someone else can be offered that time slot which, in turn, helps waiting times for all our patients.

If you are a patient who cancelled a no longer needed appointment please give yourself a pat on the back and consider yourself an FMC champion.

WINTER CARE ** **

Keeping Well – Keeping Warm...

After our long, hot summer, the darker and colder days are now upon us. Here are some helpful hints:

1. **Wearing two or three layers** of thinner clothing can be better than wearing something bulky. Warm them first if possible – put them in bed with you, sit on them as you put your socks on, wrap them round a hot, hot water bottle. Keep a blanket or wrap handy for extra warmth.
2. **Move about.** Don't sit too long without moving. Get up in the advertisement breaks on TV and walk about. Every half hour stretch your legs and arms, wiggle your toes. If you are able, do some light exercises. Go and get a hot drink.
3. **Go somewhere warm.** See what is available locally:
 - Fosse Neighbourhood Centre
 - Westcotes Library
 - Church of the Martyrs
 - Elim Church, Narborough Road
 - St Anne's Church Hall, Letchworth Road
 - ASDA over 60s (soup & roll, unlimited coffee/tea £1)
4. **Infection Prevention.** Get your vaccinations, if eligible; regular handwashing (still & always important); wear a mask if health care providers ask
FMC is still giving vaccinations for Flu, RSV, HPV and COVID. If you are eligible and have not yet received your vaccination, please contact the surgery to make an appointment.
5. **Keep an eye on the weather forecast.** Plan ahead if bad weather is forecast so that you do not need to go out in very cold conditions. Stock up on food and medication.
6. **If you need to go out in cold weather** wear a scarf over your mouth to help prevent chest infections.

CANCELLING APPOINTMENTS MADE EASY

- People who use the **NHS app** can cancel appointments very easily by going to the app, clicking on upcoming and past appointments, clicking on GP surgery appointments and in red there is an option to cancel the appointment.
- People with mobile phones receive a **text message** about their appointment. Within that text message they can click to cancel very easily if they no longer need the appointment.
- **Please note:** Even if it is only minutes before an appointment it is still worth cancelling if it is no longer needed as someone else might be able to use it.
- **Telephone the surgery** – number above

Please, if you no longer need your appointment – for any reason – do let the surgery know ASAP.

Instagram ~ @fossemedicalcentre

You can find up to date information on such things as: the symptoms of shingles; how to check your breasts; about HPV - and much much more.

PTO ➡

ARE YOU A BLOOD DONOR?

...or have you thought about becoming one?

...then read on...

Question 1: Why should I do this? Because you can. It is a free gift, takes up not much time, and is vital for the NHS.

Most people would receive a blood transfusion if they needed it but how many of us will give blood?

There is a Donor Helpline on 0300 123 23 23.

The website – blood.co.uk – gives information about who can give blood (and who can't), how to register, everything.

Some blood conditions, such as sickle cell and thalassaemia, which are treated through blood transfusions, need blood to be closely matched to the receiver. This calls for blood donors from the same ethnic background. This means there is urgent need for more Black heritage donors. (If this is you, think about it!)

Question 2: Does it hurt? No more than blood taken at a blood test AND you get tea and biscuits afterwards.

Question 3: What happens to the blood I give? It is taken to a blood bank where it is stored until needed for things like operations and transfusions which could not be undertaken without blood being available.

Question 4: Where do I have to go? Ring 0300 123 23 23 and they will be delighted to speak to you about this or any other questions you may have.

There was a man on TV recently who had just made his 100th donation. Not everyone can do that, but it can't be that bad if he has donated that many times, can it?

Have you picked up a copy of the FMC Information Leaflet? Ask at Reception.

THE PPG Patient Participation Group

The Patient Participation Group - or PPG – is a small group of patients who meet approximately every six weeks to discuss, with practice staff, anything that can help with the smooth running of the Surgery. Some of the aims of the group are:

- ❖ to work collaboratively and positively with the practice to improve services and facilities for patients and to act as a sounding board for practice staff on issues affecting patients.
- ❖ to facilitate good relations between the GP practice and patients by communicating patient experience, interests and concerns and providing feedback to the practice on current procedures and proposed new developments

The PPG is always happy to welcome new members, especially patients who are under-represented in the group, such as Black and minority ethnic patients, LGBTQ patients and young patients.

❖RIGHT CARE, RIGHT PLACE❖

This winter the NHS in Leicester, Leicestershire and Rutland are pushing – again – to get people to use the most appropriate help for their particular health need. It is about getting NHS help fast and it is called **RIGHT CARE, RIGHT PLACE**. The clue is in the name.

If it's a life or limb-threatening emergency go to the emergency department or call 999. In a mental health crisis call NHS 111 and select the mental health option, 24/7.

Otherwise....

Step 1: Self Care: If your problem is minor and you have not been able to treat yourself at home try:

- ❖ The NHS App or nhs.uk
- ❖ NHS 111online
- ❖ Your local pharmacy

These services are quick easy, and often all you need.

Step 2:Need More Help: If it's more serious or Step 1 didn't work:

- ❖ Contact your GP practice
- ❖ Or, use the NHS 111 (when your GP is closed)

They will help book the right appointment for you.

PHARMACY FIRST - provides advice on ❖ Ear Infections (1-17 years) ❖ Shingles (18 and over) ❖ Sore throats (5 and over) ❖ Sinusitis (18 and over) ❖ Impetigo (1 year and over).

Pharmacies also provide support for ❖ Healthy Eating ❖ Stopping Smoking ❖ Monitoring Blood Pressure ❖ Contraception ❖ Exercise.

In some cases Pharmacies can provide prescription medications without the need to see a GP. After a consultation with a Pharmacist a notification will be sent to the patient's GP on the same or following day.

Pharmacists are also experienced in spotting warning signs, also known as red flag symptoms, which may warrant a referral to another healthcare provider.

PHARMACY FIRST near Fosse Medical Centre at: Shilchem, Mattocks, Blackbird and Patels.

❖RIGHT CARE, RIGHT PLACE❖

EYES and Who to Contact...

For sticky eye, conjunctivitis, red eyes, sore eyes etc contact your GP. For emergency – loss of sight, foreign body, go to Eye Casualty at LRI If closed go to A & E at LRI. The Eye Casualty number is 2586273, Mon-Fri 8.30am to 4.30pm; Sat, Sun and Bank Holidays 8.30am to 12.30pm.

FOSSE MEDICAL CENTRE IS NOT OPEN - CHRISTMAS DAY & BOXING DAY

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