

FMC NEWS

Winter 2011

Welcome to the 15th edition of our Patient Newsletter. We are committed to publishing one every quarter to improve communications with our patients. **Some of the more recent editions of the newsletters are on display in our main waiting area as the content may still be of use to patients.**

We are **closed** for TARGET **from 12 noon** on the following dates:

Thursday **19th January** and Thursday **16th February**

Please remember that we are **closed every Wednesday** between 12.30pm & 1.30pm.

Bank Holiday Closures

Monday 26th December, Tuesday 27th December
and Monday 2nd January 2012

Repeat Prescriptions - The practice is normally extremely busy over the festive period so please remember to put in any repeat prescriptions you may require in plenty of time!

Patient Reference Group

We are delighted to advise that we have had a tremendous response to the launch of our PRG and have now selected a group of patients to participate which reflects our practice population and will represent the interests of our local community.

The first **group meeting** was held at the practice on the 21st November.

We also had our first email contact with the **virtual panel** members on 20th October.

Minutes of the meetings will be displayed on our website or are available for viewing at the practice.

Here is some of the action we have already taken working with the PRG:

We did: ask the PRG to approve a 'PRG terms of reference document' and PRG 'Mission Statement' which we felt was important so that clear guidelines were in place for the group to function properly.

You did: these will be approved and available after the next group meeting.

We did: ask the PRG to make comments regarding a draft copy of a new annual 'GP Practice Patient Survey form'.

You did: they came back with lots of good suggestions which we are incorporating where possible.

You said: "include your website address on all copies of the newsletter".

We did: Included it at the bottom of this page and it will now appear on all future editions.

You said: "Please advise patients what closure for TARGET means"

We did: we have included an article in this newsletter and will also include details in the *Patient Information Folders* located in our waiting areas.

The next contact with the PRG is scheduled for late January/early February 2012

We will continue to keep you updated in future editions of FMC News.

Visit our website www.fountainmedical.co.uk for further information

What is T.A.R.G.E.T.

We are closed one afternoon each month for what is referred to as TARGET.

This is normally on a Thursday from 12noon. Details of the dates are displayed in the practice, on our website and in the FMC Patient Newsletter.

This allows us to spend time updating our knowledge and training our staff. It is a directive from the NHS and applies to all practices in the area.

Some 'in house' staff training is carried out at the practice such as 'resuscitation and treatment of an unconscious casualty' and 'how to deal with aggressive patients'. Some training takes place at external venues with staff from other practices attending and this is used as an opportunity to share information and ideas.

Time for
Audit
Review
Guidelines
Education
Training

We are also closed each Wednesday between 12.30pm and 1.30pm. Again this is valuable time that we use for staff training and development and without it we could not provide the services that we do for our patients.

Wart & Verruca Removal Clinic

The wart and verruca clinic will stop running at the practice in December.

After that time patients are advised to visit a pharmacy to purchase over the counter treatment or wait for them to disappear in their own time.

Patients who have suffered with them for a long period of time can book a normal GP appointment where they will be assessed by the doctor who will give advice and issue a prescription if indicated.

Winter Virus Time

Our general advice for patients who may have the symptoms of a winter virus would be to take paracetamol tablets, rest, drink lots of fluid and if you feel concerned to speak to a doctor or nurse.

Please remember – antibiotics are of no benefit for treating viral infections

Have your say on healthcare in Leeds

How to give a compliment, raise a concern or comment and how to make a complaint about NHS services. **Contact Leeds Patient Advice and Liaison Service on 0800 0525 270.**

Visit website www.nhs.uk for lots of advice on *Your Help, Your Choices*.

Practice News

Congratulations to Dr Talbot on her marriage in October. Her married name is Dr Mathew.
Congratulations to Dr Suzie Henstock on the safe arrival of a baby daughter.

Watch out for our Spring edition in March 2012!