We are sorry that you have been experiencing problems with the telephone system. We are currently working closely with our telephone provider to resolve this issue as soon as possible.

We are also planning to add additional facilities to the telephone which will help to direct you to the most appropriate person for your call and also let you know where you are in the queue (if the lines are busy).

In addition to these changes with the telephone we are also recruiting more staff to answer the phone at peak times.

We are continually reviewing the services we offer to all patients and value your suggestions/ideas on how these can be improved. Suggestions forms can be completed at reception or via the website.

I wanted to inform all of you about my new role as Clinical Director for the Primary Care network which is made up of 7 local practices in Morley and the surrounding district.

This system will be in place for all areas in Leeds as well as nationally.

It will be a challenging and demanding role, and I hope will be beneficial to our local community, this does require time and will have an impact on my availability within the practice.

I hope with my colleagues as well as your support I can make it a success.

Best wishes, Dr. S Gogna.

 Our practice pro-actively works to improve the service provided by our team and patient feedback is a valuable part of this. One way of letting us know how we are doing is by posting a comment on the NHS Choices website:

Go to **www.nhs.uk** and type our postcode LS27 9EN in the find local services section.

Select Fountain Medical Centre.

Select leave review. Leave your review and submit

Your comments may be regarding how we can improve our service but our team also find it

rewarding to hear when they are getting it right so please let us know!

**Patients, Carers and Staff working together to develop and improve the practice**

The last PPG meeting was held at the practice on 25th February 2019. The next

meeting will take place on 7th August 2019. Meeting minutes and information regarding our PPG are displayed in the waiting area and on our website.

We thank our Patient Participation Group members for their continued support.

**If you have a life threatening medical emergency when the surgery is closed, please telephone 999 In the event of an urgent prescription collection please contact Lloyds Pharmacy staff who will be able to offer advice.**

**When the surgery is closed:** If you require urgent medical assistance which cannot wait until the surgery re-opens, please telephone the Freephone NHS **111** number.

**We are closed on the**

**following Bank Holidays:**

**26th August**

**25th December**

**26th December**

We are **closed** for TARGET (**T**ime for **A**udit **R**eview **G**uidelines

**E**ducation and **T**raining)

**from 12 noon** on:

**Thursday 26th September 2019**

**Thursday 24th October 2019**

**Thursday 28th November 2019**

**Flu Clinic : Dates soon be published on the practice website.**

Karen Jones—(Practice Manager) left the practice in April 2019—We wish her all the best for the future.

Tracie Hutchinson is the new Managing Director and has worked at the practice for 30 years, in many different management roles.

From 1st July 2019 Fountain Medical Centre will provide over 25% of appointments available to book online.

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| --- | --- |
| **Having trouble getting through to us on the phone?**  Why not register for on-line access? You can book GP & Nurse appointments, order prescriptions and view aspects your health records.    For further information visit our website or ask at reception. (Please remember to bring a copy of your Photo ID). | Please keep us up to date with your current home and mobile phone numbers and email address.    Change of detail forms are available from the practice or this can be easily done on our website. |

We are pleased to announce our first of many fundraising events to be held at Fountain Medical Centre. Our first event is to help raise money for Mencap, a charity that supports people with learning difficulties.

**Our fun day will take place on Wednesday the 14th August from 10am- 4pm and will be held in the main waiting area.**

We will have a cake stall, book stall and raffle with the chance to win lots of amazing prizes such as a hairdressers voucher, acupuncture voucher, a body shop hamper and much more. We will also be giving out lots of information about help and services that are available for anyone with a learning disability or if you are a carer  for someone with a learning disability.

 We are also helping another important cause called The Red Box Project!

The Red Box Project is a community based, non-profit initiative, which aims to support young people throughout their periods by providing red boxes filled with free period products to local schools.

It was started in 2017 in two schools by Hannah Mills and has been recognised as a good cause by schools around the country and the government! They have recently hit an all time high of 5000 boxes around the country.

Fountain Medical Centre will become a drop off point for anyone wanting to donate new unused sanitary towels/pads, tampons, tights and even underwear and this will be collected every week. Please ask at the main reception desk if you would like to make a donation.

This cause will be funded until October until the Government takes over.

**Watch out for our Autumn edition in September!**