Please keep us up to date with your current home and mobile phone numbers and email

address. Change of details forms are available from the practice or this can be easily done on our website.

Having trouble getting through to us on the phone? Why not register for on-line access? You can book GP appointments, renew prescriptions and view aspects of your health records. For further information visit our website or ask at reception.

**Please remember to phone us after 1pm for test results.**

**Watch out for our Spring edition in March!**

**Fountain Medical Centre, Little Fountain Street, Morley, Leeds LS27 9EN**

**Tel: 01132 951 600 Fax: 0113 2951660 Website: www.fountainmedical.co.uk**

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

The last PRG meeting was held at the practice on **3rd October 2019**. The next meeting will take place on **13th January 2020**.Meeting minutes and information regarding our PRG are displayed in the waiting area and on our website. We thank our Patient Reference Group members for their continued support.

We are constantly reviewing our members to ensure the group is representative of the practice population. If any mums or dads of babies/young children are interested in sharing ideas and helping us to make

improvements at the practice we would love to have you. Involvement can be to attend group meetings (quarterly at the practice) or to be part of a virtual panel (receiving emails). Invitation forms are available on our website or from reception.

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!

**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.

**Bank Holiday Closures**

25th December 2019

26th December 2019

1st January 2020

More information on our website for opening hours.

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

**G**uidelines **E**ducation and **T**raining) **from 12 noon** on:

Thursday 30th January 2020

Thursday 27th February 2020

Thursday 19th March 2020

Sidra is our Practice Carers Champion and is available to offer advice and support to all adult and child Carers.

A carer is anyone who cares,**unpaid or paid**, for a friend of family member who due to illness, disability, a mental health problem or addiction cannot cope without their support.

Sidra is available to give carers the opportunity to be referred onto local carers organisations who can provide support and further advice on what kind of services are available to help carers in Leeds.

The practice area will soon be developing a new information point in the practice waiting area displaying useful information and contact numbers for carers.

**Also Sidra has some very useful carers information packs that she is happy to give out to all carers.**

Abby is our Patient Online Access Champion and is availableto offer support and guidance for all patients wanting to access the online services for Fountain Medical Centre.

Abby holds regular clinics where patients will be shown how to book appointments, request repeat medications and view brief details of your medical records.

**All patients wanting to access patient online services need to register by filling in a form (located at reception) and producing ID documentation.**

Abby can verify your ID documentation along with helping to complete the registration form at your 121 appointment.

**If you would like to book in with Abby please contact the Surgery or request a session on your next visit to the practice.**

The Lions Message in a Bottle scheme is a simple idea designed to encourage people to keep their personal and medical details on a form and in a common location - the fridge.

**The scheme can help vulnerable people but can also be used by anyone.**

The scheme works by placing personal and medical information into the small plastic bottle and sealing the push-fit lid, the bottle is big enough to hold the necessary information.

The bottle should then be placed in the fridge, where the emergency services will expect to look for it in the event of being called to your home.

**Please ask at the reception desk for a bottle.**

The information required on the form within the bottle is quite straightforward, but you may like to ask a relative, neighbour, carer or one of our reception team members to help you complete this.

The form also has a space for a passport size photograph, but this is only necessary when there is more than one person living at the address (to aid identification).