

FMC NEWS

Autumn 2011

Welcome to the 14th edition of our Patient Newsletter. We are committed to publishing one every quarter to improve communications with our patients. **Past editions of newsletters are on display in our main waiting area as some of the content may still be of use to patients.**

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

Thursday **15th September**, Thursday **20th October**, and
Thursday **17th November**

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

PROTECTING VULNERABLE ADULTS

We should all take responsibility to safeguard vulnerable adults in our community. At this practice we actively work to identify and assist our patients who may require help.

What is a vulnerable adult?

The definition is wide, however this may be regarded as anyone over the age of 18 years who may be unable to protect themselves from abuse, harm or exploitation, which may be by reason of illness, age, mental illness, disability or other types of physical or mental impairment. Those at risk may live alone, be dependent on others (care homes etc.), elderly, or socially isolated.

Forms of abuse:

Neglect – ignoring mental or physical needs, care, education, or basic life necessities or rights

Bullying – family, carers, friends

Financial – theft or use of money or possessions

Sexual – assault, rape, non-consensual acts (including acts where unable to give consent), touching, indecent exposure

Physical – hitting, assault, man-handling, restraint, pain or forcing medication

Psychological – threats, fear, being controlled, taunts, isolation

Discrimination – abuse based on perceived differences and vulnerabilities

Institutional abuse – in hospitals, care homes, support services or individuals within them, including inappropriate behaviours, discrimination, prejudice, and lack of essential safeguards

Abuse may be deliberate or as a result of lack of attention or thought, and may involve combinations of all or any of the above forms. It may be regular or on an occasional or single event basis, however it will result in some degree of suffering to the individual concerned. Abuse may also take place between one vulnerable adult and another, for example between residents of care homes or other institutions.

Indications of abuse may be:

Bruising, Burns, Falls, Apparent lack of personal care, Nervousness or withdrawn, Avoidance of topics of discussion, Inadequate living conditions or confinement to one room in their own home, Inappropriate controlling by carers or family members, Obstacles preventing personal visitors or one-to-one personal discussion, Sudden changes in personality, Lack of freedom to move outside the home, or to be on their own, Refusal by carers to allow the patient into further care or to change environs, Lack of access to own money, Lack of mobility aids when needed

If you are worried about a family member or person you know please advise us.

We have joined the H3+ Consortium

We have been a proud independent Practice for many years, but many of you will know that all GP Practices have been asked by Government to form/join a Consortium.

This is a large collection of Practices capable of managing and running a budget for local health care commissioning in Leeds and beyond, also a drug budget and the cost of out-patient, in-patient and emergency care. Quite a task!

There is a huge amount of work necessary to ensure the consortia are "fit for purpose" by April 2013, as you can well imagine. Whether this is good use of GP time and resources, only time itself will tell. The intention is to put primary care - including patient participation - at the heart of local decision making in health care, with ultimately closer links to social care provision too.

After careful deliberation, we have joined H3+ consortium, the largest of 3 major organisations in Leeds, with approximately 320,000 patients under the umbrella. The majority of those are in north and west Leeds, but we have a significant locality group in the south including ourselves and colleagues at Leigh View surgery in Tingley.

Dr Ledger has been appointed onto the Board of H3+, which means we have some influence over decision making on behalf of the south Leeds practices in particular. However, he has to take some time away from clinical contact with patients as a result of the work involved - so please be patient if you wish to see him!

We will try and keep you well informed as to the changes and plans for the future of local health care services - and what it means to you.

PATIENT REFERENCE GROUP

We are setting up a Patient Reference Group to give people the opportunity to work with us to improve services at the practice.

We are looking for patients from all age groups, social and cultural backgrounds to join us.

Involvement can be by attending quarterly group meetings at the practice or by receiving emails or letters during the year asking for your opinions.

Our aim is to discuss topics of mutual interest with the group. We will then develop an action plan and give feedback to all patients about what involvement work we have undertaken. We will write and display an annual PRG report both on our website and in the practice.

We will also give regular updates of the groups activities and meeting dates in our quarterly Patient Newsletters.

The group will be part of a wider patient involvement strategy that provides patients and carers with different ways to feedback to the practice.

Please note it will *not* be an opportunity for people who want to complain about the practice.

If patients have a specific complaint, they should contact the Practice Manager and follow the practice complaints process.

If you are interested in being involved please ask for an invitation form which should be completed and returned to us. The Practice Manager will then contact you with further information.

Dr Stephen Feldman stood down as a GP Partner at the Practice on 31st July. He has been actively involved with the Practice since 1991 and we thank him for his support over the years.

Watch out for our Winter edition in December 2011!