

FMC NEWS

Spring 2012

We are committed to publishing a newsletter every quarter to improve communications with our patients. Some of the most recent editions 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 15th March, Thursday 3rd May, Thursday 24th May.

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

Bank Holiday Closures

Friday 6th April, Monday 9th April, Monday 7th May
Monday 4th June and Tuesday 5th June

Patient Reference Group

A Patient Reference Group (PRG) meeting was held at the practice on 29th February. Our last Email contact was made with Virtual Panel members on 19th January.

Minutes of the meetings are displayed on our website (under Patient Information / Patient Reference Group) or are available for viewing at the practice.

We did: ask the PRG to discuss/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 have now been approved. Copies are available to view on our website or at the practice.

The PRG Mission Statement is:

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

We did: Circulate copies of our new annual 'GP Practice Patient Survey form' in February - to a varied selection of patients plus handed out at the practice reception desk. The results were then collated ready for discussion at the group meeting.

You did: The PRG discussed the results and things they felt they could look at improving over the coming meetings. An Action Plan is now being prepared which we will tell you more about shortly.

You said: 1. Could we have a chair opposite the reception desk for people to use who have difficulty standing.
2. Could you put some chairs in the entrance lobby area for people who need to sit down whilst waiting for the surgery to open on a wednesday lunchtime.

We did: Two chairs are now in place opposite the reception desk and these will be placed out in the lobby area each wednesday lunchtime between 12.30pm and 1.30pm.

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

Young People Friendly

We feel it is very important that young people are made welcome at the practice. We have therefore recently introduced a Young People's Charter and Confidentiality Statement and a display of posters and leaflets aimed at young people is now permanently located in the main waiting area.

Young People's Charter

We will not turn a young person away if they wish to attend an appointment on their own.

We will respect young people's confidentiality and will clearly display our confidentiality policy.

We will at all times make every effort to not patronise young people.

We will treat all young people with respect no matter what their age, sexuality, ethnicity or social background.

We will display young people's information.

We will not use medical words unnecessarily but will attempt to use language that can be understood by all.

We will provide an environment where young people feel safe to express themselves freely.

We will make sure that young people feel able to ask for the help they need.

We always welcome young people's comments and ideas good or bad so we can act on them.

This service is for you.

Young People's Confidentiality Statement

Here to listen. Not to tell.

All the doctors, nurses, receptionists and other staff at this surgery will keep anything you tell them private just as they would for any adult.

We will not discuss any information about you with anyone else, unless you ask us to do so, except in circumstances where you or anyone else's safety is at risk. We would then keep you fully informed.

If any of our young patients have other suggestions regarding how we can improve the service we provide for them please let us know by completing a patient suggestion form or by speaking to a member of our team.

Sharps Bins

Information for our patients who may be required to use sharps bins

Returning your sharps bin.....

Once your bin is full and sealed it can either be returned to the surgery or to a local health centre
NEVER PUT IN HOUSEHOLD WASTE or COUNCIL TIPS!

If you are housebound and do not have anyone who can return your full bin for you, Leeds City Council will remove it free of charge. They can be contacted on 0113 222 4406.

Watch out for our Summer edition in June 2012!