

FMG NEWS - Summer 2013

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

Thursday 27th June, Thursday 18th July, Thursday 26th September.

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

BANK HOLIDAY CLOSURE - Monday 26th August

Our Appointments System

Doctors 10 minutes are allocated for each appointment. This may need to vary due to the nature of a patient's problem but our doctors have the difficult task of keeping their surgeries running as efficiently as they can. If a doctor has to deal with an emergency case this would obviously need to take priority.

If a patient presents with several conditions which cannot be dealt with in the allocated time the doctor will discuss the most acute problem with the patient and they may be asked to make further follow up appointments.

Nurses The length of appointments are dependant on a patient's condition. If it is a long term condition and monitoring is needed our appointments vary from 10 to 30 minutes.

The nurses run a variety of specialised clinics including family planning and management of chronic diseases as well as running minor illness clinics.

Please be aware that double appointments cannot be made and if more than one person attends at an appointment only the person it is booked for can be dealt with.

A practice as large as ours (with over 16,500 patients) has to have some guidelines in place regarding patients who arrive late for their appointment.

If a patient is up to 10 minutes late to see a doctor/nurse they will still be seen. However it is the doctors/nurses decision regarding whether they are still able to see a patient who is 10 - 14 minutes late. A patient who is 15 minutes late or more will need to rebook a new appointment.

Please help your doctor

Remember - you don't always need an appointment with your doctor for advice on coughs, colds and other minor problems – you can see the practice nurse prescriber or local pharmacy instead.

New computer system

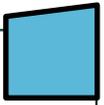
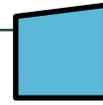
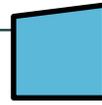
We are upgrading the practice computer system and wish to advise you that;

there will be some minor disruption to our service between the 3rd and 12th July whilst the installation takes place.

We are working hard to minimise the disruption for patients however may not be able to offer our normal early and late appointments during that time.

Staff are receiving training on the operation of the new system but we ask you to be patient and bare with us as we adjust to the changes during the launch period!

Once in place it should allow us to improve the services we are able to provide to patients.



NHS 111 is a new service that has been introduced to make it easier for you to access local NHS healthcare services.

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next



**when it's less
urgent than 999**

For less urgent health needs, contact your GP (our telephone number is 0113 2951600) or local pharmacist in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999.

For more information visit: www.nhs.uk/111

Patient Reference Group

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

The last PRG meeting was held at the practice on 20th May.

Meeting minutes and information regarding our PRG are displayed in the waiting area and on our website.

PRG members said: Please include an article in the patient newsletter and your practice leaflet regarding time allocated for clinical appointments so patients are aware of what to expect.

We did: One is included in this issue and our practice leaflet is being amended.

PRG members said: It would be useful for patients if folders were on display in the waiting areas containing information on staff members.

We did: Produce one for the PRG members to approve. These folders entitled 'Meet our Team' will be out on display shortly.

The Samaritans

Leeds Samaritans have been offering emotional support to people in the Leeds community for more than 40 years. They provide confidential, non-judgemental support 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Tel: National Line 08457 90 90 90 Local branch: 0113 245 6789 *lines are open 24 hours a day, 7 days a week*

Email: jo@samaritans.org **Text :** 07725 909090 **Website:** www.samaritans.org

To speak to a Samaritan face to face, visit: Leeds Samaritans 93 Clarendon Road Leeds LS2 9LY (open from 9am to 9pm - please try to call in advance and let them know you are coming).

Watch out for our Autumn edition in September 2013!