

FMC NEWS

Winter 2013

We are **closed** for TARGET (Time for Audit Review Guidelines Education Training) **from 12 noon** on the following dates:

No closure in December, Thursday 23rd January, Thursday 27th February

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

Bank Holiday Closures

**Tuesday 24th December 12:30-13:30, Wednesday 25th December,
Thursday 26th December and Wednesday 1st January**

Repeat Prescriptions - The practice is normally extremely busy over the festive period so please remember to put in any repeat prescriptions you may require in plenty of time!

Patient Reference Group

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

The last Patient Reference Group (PRG) meeting was held at the practice on 9th September. The next meeting is scheduled for 9th December.

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

We said: Dr Ledger gave a presentation/led a discussion with the group regarding *improving rates of early diagnosis of cancer.*

PRG did: The group added their ideas on how we could promote this to our patients. *See the separate section of this newsletter for further information.*

We did: Hand all PRG members a copy of a new booklet produced by the Care Quality Commission 'A guide to working together – the Care Quality Commission and Patient Participation Groups'.

PRG did: The group will read this ready to discuss at the next meeting.

We did: Ask the younger members of our PRG for their ideas aimed at Young Patients.

They did: Produce 2 new posters which should be out on display after the December PRG meeting.

We thank our Patient Reference Group members for their continued support

Keep us up to date

To keep your records up to date and help us if we need to contact you it is important to inform the practice of any changes to your personal details such as name, address, telephone number (home/mobile) or Next of Kin.

Please advise us when the changes are effective from and include all family members affected by the change who are registered with the practice

Notification forms are available from our reception desk, main waiting area or Website if required

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Tel: 0113 2951600 Fax: 0113 2951660 Website: www.fountainmedical.co.uk
No response—information only Twitter: @FountainMed

Improving rates of Cancer Diagnosis

Our practice is actively working to increase the early diagnosis of cancer in patients

- Staff used their TARGET training session in October to discuss how we can make improvements and effectively communicate information to our patients.
- Our Patient Reference Group members were given a presentation by Dr Stephen Ledger and asked for their ideas in September.
- We have installed a new carousel unit to display cancer leaflets and will now permanently display information in our ground and first floor waiting areas.
- We will include regular articles on cancer in future editions of this newsletter.
- Various new administrative systems and training have been put in place to assist our staff in dealing with early diagnosis and referral of suspected cancer cases.
- When our clinicians refer a patient to a hospital out-patient clinic on an urgent basis they will now hand them a letter providing information and highlighting the importance of attending the appointment.
- Information posters for staff/patients regarding early diagnosis of cancer are now displayed on the notice boards in every clinical room.
- Cancer information and links to useful websites have been added to our practice website.

If you are worried that you may have cancer symptoms please talk to the doctor/nurse about it

For further information on cancer visit Cancer Research UK:

www.cruk.org or phone 0808 800 4040 (phone lines open 9am to 5pm monday to friday)

Medication cost savings = changes to some prescriptions

We have a Pharmacist working with us to help look at the cost of prescribed drugs, and whether any savings can be made to help the NHS budget.

Paul Wright - Medicines Management Pharmacist – Leeds West Clinical Commissioning Group

Paul is reviewing all drugs prescribed by the practice to see if any more cost effective alternatives are available.

He consults the doctors about each proposed amendment, before writing out to advise patients - whose medications may be changed to an alternative brand if there is one that is equally suitable or number of tablets reduced if a stronger dose is available.

If patients would prefer not to accept the proposed change, they should contact Paul to let him know.

If you have any questions at all about this process, Paul is available at the practice on alternative Fridays.

Changes to how the NHS handle your personal data

There are changes taking place regarding how the NHS use some confidential information from your medical records to improve the services offered and provide the best possible care for everyone.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns, wish to prevent this from happening or wish to find out more pick up a 'How information about you helps us to provide better care' leaflet from our reception or visit:

www.nhs.uk/caredata

Practice News

A big welcome to Dr Lee Cuthbertson who joined our team on 4th November as a full time salaried GP. Lee qualified in Leeds in 2008 and completed her GP training in Wakefield/Dewsbury. Her special interest is in women's health

We have recently set up a **Twitter** account (@FountainMed) which we are using as an additional way to communicate with our patients. It is a 'no response - information only' way for us to push messages out to our followers.



Watch out for our Spring edition in March 2014!