

FMC NEWS

Spring 2015

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

Thursday 19th March, Thursday 30th April and Thursday 21st May.

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

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.

If you have a life threatening medical emergency telephone 999

Bank Holiday Closures

Friday 3rd April, Monday 6th April, Monday 4th May and Monday 25th May

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 February. The next meeting will take place in May. Meeting minutes and information regarding our PRG are displayed in the waiting area and on our website.

PRG did: Suggest that we display information for students in Leeds.

We did: Produce a hand-out which is available from our waiting area or website. It includes where to find lots of useful information and also an invitation to join our PRG as we are always looking for representation from all groups of our patients.

We did: Advise our members that we were looking at energy efficiency in the practice.

PRG did: Supplied lots of useful advice for our staff to consider putting in place. We now have 'energy champion' members of staff and good housekeeping guidelines in place.

PRG did: Raise the issue of our car park being used as a 'rat run' by drivers.

We did: Worked with members on suggestions to deal with this. See the separate article in this newsletter for further information.

PRG did: Suggest that we cover child & teenage cancers in our waiting room displays and newsletter.

We did: Ensure that information is now on permanent display in our waiting area cancer carousel unit and have included an article in this newsletter.

We did: Ask our PRG to review the content of our GP Practice Annual Patient Survey form before it was circulated in January. **PRG did:** Gave their ideas and approved the form.

We did: Ask the group to review the PRG Terms of Reference document, Patient Involvement Action Plan, Local Patient Participation Annual Report and the results of the GP Practice Annual Patient Survey 2015.

PRG did: Discuss the above mentioned items. Details are documented in their 9th February meeting minutes which together with the survey results are displayed in our waiting area and on our website.

We thank our Patient Reference Group members for their continued support

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Have your say

NHS

The Friends and Family Test

Did you know you can now have your say to help improve more services across the NHS?

The Friends & Family Test is about giving patients the opportunity to provide quick feedback on their care and treatment experience. It's

already in use in many parts of the NHS and is expanding to a lot more.

You can say what is going well and what can be improved so that people who make decisions about local healthcare can take your views into account.

It doesn't take long and you don't need to give your details on your feedback form. Forms are available from the practice with a box located at reception for posting replies. For further information visit www.nhs.uk/friendsandfamily

Car Park Safety

We have been experiencing ongoing problems with our car park being used as a 'short cut' by drivers. We now have signs clearly on display advising that it is a private car park with no through access.

Following several incidents where the public have been put at risk, we are also working closely with local police to eradicate this behaviour for the safety of all staff, patients and visitors.

Hand-out slips highlighting the issue have been given to drivers seen to be offending and CCTV cameras are in operation to help manage the problem.

Early Cancer Diagnosis

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

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

Cancers in children & teenagers

Every year in the UK, around 1,600 children receive the news that they have cancer. Over the past few decades, the understanding and treatment of childhood cancers has improved, but tragically around 250 children still lose their lives to the disease every year.

Children generally develop different types of cancer to adults.

For further information pick up a leaflet from the carousel unit in our waiting area or visit one of the useful websites available:

www.cancerresearchuk.org

www.childrenwithcancer.org.uk

www.teenagecancertrust.org



Visit www.Leeds Lets Change.co.uk – it makes access to information easy for a range of health related services and also includes self-help materials.

Practice News

Extended opening hours - **Our practice is now open Monday to Friday 7am to 7pm.**

Welcome to Anne-Marie Wilson who joined our clinical team in January as a treatment room nurse.

Watch out for our Summer edition in June!