

FMC NEWS - Winter 2015

We are closed for TARGET (Time for Audit Review Guidelines Education and Training) from 12 noon on: Thursday 21st January, Thursday 25th February.

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 when the surgery is closed, please telephone 999! In the event of an urgent prescription collection please contact Lloyds Pharmacy staff who will be able to offer advice.

Please keep us up to date with your current home and mobile phone numbers and email address. Change of details forms are available from the practice or this can be easily done on our website.

Having trouble getting through to us on the phone? Why not register for on-line access? You can book GP appointments, renew prescriptions and view aspects of your health records. For further information visit our website or ask at reception.

Please remember to phone us after 1pm for test results.

Patient Reference Group (PRG)

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

The last PRG meeting was held at the practice on 22nd September. The next meeting will take place in December. Meeting minutes and information regarding our PRG are displayed in the waiting area and on our website.

We did: Discuss with the group a recent complaint received from a patient who felt that the practice should be displaying details of charges to patients for services not provided under the NHS.

PRG did: Agree the content of a NEW Patient Fees list which in future will be on display in the waiting area and on our website. See the separate article in this newsletter for further information.

We thank our Patient Reference Group members for their continued support

Important changes to Appointments

A new telephone appointment service was launched at this practice on Monday 16th November.

For further details pick up a leaflet from the waiting area or visit our website

The logo for Doctor First, featuring a stylized 'D' icon followed by the text 'Doctor First' in a blue sans-serif font.

Fountain Medical Centre, Little Fountain Street, Morley, Leeds LS27 9EN
Tel: 0113 2951600 Fax: 0113 2951660 Website: www.fountainmedical.co.uk
No response/information only Twitter @FountainMed

Patient Fees for Non NHS services

Most of the services we provide at the practice are NHS services and are funded by our NHS contract. However, some services are not and do involve a private charge. These include medicals, insurance reports, some vaccinations, some letters or certificates etc.

To assist patients with understanding these fees we now display information in our waiting area and on our website.

The NHS Constitution

The NHS Constitution establishes the principles and values of the NHS in England.

- The NHS belongs to the people.
- It is there to improve our health and wellbeing, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives.
- It works at the limits of science – bringing the highest levels of human knowledge and skill to save lives and improve health.
- It touches our lives at times of basic human need, when care and compassion are what matter most.

A copy of the current document is on display in our waiting area (by the children's play area) and can be accessed via our practice website.

Our practice actively supports and is compliant with the principles of the NHS Constitution.



Supporting Independent Living for Older People

Leeds Directory brings all the organisations and support groups that can help people to live independently under one roof. This means that people have easy access to the 1700 organisations and services that can assist in independent living.

The directory is funded by Leeds City Council and managed by Care and Repair Leeds, an independent agency that assists older and disabled people to live in a warm, safe and secure environment.



More information can be found on the directory's website.

www.Leedsdirectory.org

Practice News

A warm welcome to nurse Alex Davies and to minor illness practitioner Anthony Aning- Brown.

Dr Cuthbertson will be on maternity leave from 29th December. The practice will be looking for locum cover during her absence.

Dr Hurwitz is looking to retire. This will be staged - he will have 6 weeks off next summer then return to do 3 clinical sessions per week.

Watch out for our Spring edition in March!