

# FMG NEWS - Summer 2014

We are **closed** for TARGET (Time for Audit Review Guidelines Education Training) from 12 noon on the following dates: Thursday 19<sup>th</sup> June, Thursday 17<sup>th</sup> July, no closure in August.

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

## 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 19th May. The next meeting will take place in September.

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

*We did:* Ask the group to review and comment on the results of the January 2014 GP Practice Patient Survey.

*PRG did:* Their comments are included in the PRG meeting minutes dated 24<sup>th</sup> February.

*We did:* Ask the group for their thoughts regarding a new Patient Information Sheet we were thinking of introducing. The 'what you can do to help the practice provide you and your family with a better service' A4 size, double sided sheet includes bullet points and key messages we wish to share with patients.

*PRG did:* Made some suggestions to add to the sheet. These are now out on display.

*We have:* Worked with the PRG to create a new information folder for our younger patients.

*PRG did:* Assist us with introducing this. The folder is now permanently out on display by the young peoples leaflet board in our waiting area. It contains information we feel will be of interest to our 11 to 19 year old patients.

We have also added a section for Young People in the Patient Information section of our website. This contains our Patient Charter and Confidentiality Statement along with links to many useful websites.

*We thank our Patient Reference Group members for their continued support*

## Practice News

Many patients have been asking if we are having a collection for Dr Ledger who is retiring on 30<sup>th</sup> September. Please speak to a receptionist if you would like to contribute to the collection and/or complete a message to be included in a Good Wishes book (Dr Ledger has asked that all money collected be donated to the Community Hub facility in the new-build Newlands Primary School in Morley).

Please see our Special Edition newsletter for further information regarding Dr Ledger's retirement.

We say goodbye to Dr Sapna Vadher and Dr Philippa Barnes who have left us for pastures new. We are presently recruiting to replace them.

## We need you

NHS Leeds West Clinical Commissioning Group (CCG) wants you to tell them about your experience of health services in Leeds. We have recently displayed new comments forms in our reception area. These can be posted in the box provided or returned to the CCG by freepost.

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

# Be SunSmart – Cut your cancer risk

The main cause of skin cancer is too much ultraviolet (UV) radiation from the sun or sunbeds.

By enjoying the sun safely, taking care not to burn and avoiding sunbeds, you can reduce the risk of developing skin cancer.

## How to be SunSmart

**Don't let sunburn catch you out** – Whether you are at home or abroad, use shade, clothing and at least factor 15 sunscreen to protect your skin from sunburn when the sun is strong.

**Spend time in the shade between 11am and 3pm** – The summer sun is strongest around the middle of the day. Find shade under umbrellas, trees, canopies or indoors.

**Cover up with a t-shirt, hat and sunglasses** – When the sun is at its strongest, sunscreen is not enough.

**Use at least factor 15 sunscreen** – Choose a sunscreen that is at least factor 15 and has a high star rating. Use it generously and regularly to get the right amount of protection. Sunscreen does not give 100% protection and should be used along with shade and clothing. Never use sunscreen as an excuse to stay out in the sun for longer.

**Take extra care with children** – Young skin is delicate. Keep babies out of the sun, especially around midday.

**Avoid sunbeds** – Sunbeds are not a safer alternative to tanning in the sun. The intensity of some of the UV rays they give off can be 10-15 times higher than the midday sun.

**Report unusual moles or skin changes to your doctor** – Finding skin cancer early saves lives, so it is very important to know the signs and see your doctor about any unusual or persistent changes to your skin. Most changes are not caused by cancer, but it's important to get them checked out by a doctor.

For further information pick up a leaflet from our reception area or visit Cancer Research UK's SunSmart website: [www.sunsmart.org.uk](http://www.sunsmart.org.uk)

**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**

## GP Practice Patient Survey - January 2014

You may have noticed when visiting the practice that we carry out surveys at least once a year in an attempt to improve the service which we provide to our patients. May we thank everyone who has completed them in the past as they are a valuable part of our understanding patient needs and allow us to focus on making improvements.

229 forms were completed in our January 2014 survey. Overall the survey results showed that the vast majority of patients were happy with Appointments, Opening Times, the Surgery and Clinical Care.

40% of patients indicated they could not easily get through to the surgery on the telephone.

61% of patients had not registered to use on-line services (which was launched in November 2013).

Full survey results are available to view on the Patient Reference Group notice board in our waiting area or on our website (Practice Info / Patient Surveys section).

The results were discussed by our Patient Reference Group at their meeting on 24<sup>th</sup> February. They suggested that we include the results in this newsletter together with some useful reminders for patients:

The busiest times for incoming calls in the practice are between 8 – 10am. If your call is not urgent please leave it until the afternoon, when the lines are quieter. Please telephone for test results after 1pm.

Visit reception and request to be part of the Patient Access Scheme. Once registered this allows you to:

**Book a selection of doctor's appointments** (same day or appointments over 14 days in advance will not be available to book on-line).

**Book appointments with a health care support worker** (for blood tests and blood pressure checks only).

**Cancel an appointment. Amend personal details. Order repeat prescriptions.**

*Patients who are able and happy to use the on-line facility will help to reduce the pressure on our telephone system for others.*

We offer some early morning and evening appointments. Normally from 7am to 8pm *every* Monday *plus* a Wednesday or Thursday each week.

**Watch out for our Autumn edition in September 2014!**