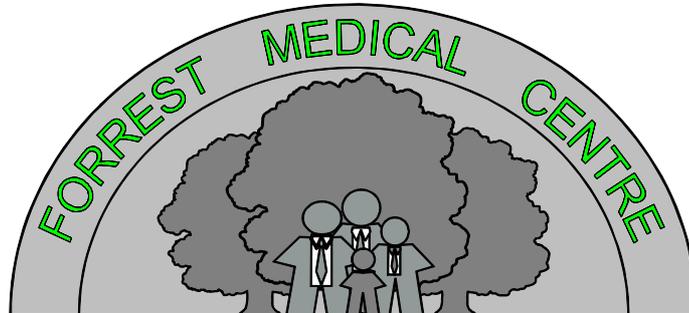

◆ Forrest Medical Centre ◆

March 2013



Retirements, Survey Results, NHS 111 and all the Latest News!

RETIREMENTS!

We will very soon be saying farewell to Dr Judy Lucas and also one of our receptionist at the Mount Street surgery, Diane Wetherilt.

Dr Lucas will be taking early retirement and leaving at the end of May 2013. Her husband has already retired and so they have exciting plans to travel the world - or at least part of it! Her sessions will be covered by a different GP, so we won't lose any service, but we will struggle to replace her kindness, dedication and commitment to her patients.

Diane has been with us for almost 15 years now and so has seen many changes during her time with us. She is our resident 'scanning expert' and 'office tidier' - and these will be big boots to fill!

As sad as it will be to see them both leave, it is a well deserved

rest and we want to place on record our thanks and appreciation for all that they have done in the practice over the years.

STOP SMOKING

Research has shown that smokers who quit smoking with NHS support are up to four times more likely to succeed in stopping.

There is a full range of FREE NHS support to you in your resolution to stop smoking.



At the Forrest Medical Centre we already offer a stop smoking service. This means that we will be able to offer a wide range of days and times to help you quit the habit. If you want to stop smoking simply speak to a receptionist and book yourself in. You will

be offered a structured programme of support helping you to deal with the physical side of your addiction, using nicotine replacement therapy, or other stop smoking medicines on prescription from the NHS

Why wait when this opportunity is here NOW and it's completely free for patients who do not pay for their prescriptions (patients that do have to pay for prescriptions will only be charged £7.65 for each two week prescription issued).

TOP TIP - BOOKING AHEAD

Don't forget that you can book an appointment with a Doctor or a Nurse up to **4 weeks** in advance.

To give yourself more chance of seeing the person of your choice don't wait until the last minute. Appointments on the day are very limited and we

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cannot guarantee who your appointment will be with. As long as you call before 11.00am we will offer you an appointment that day, but it may not be with the GP you prefer. By booking ahead though, you have much greater choice.

NHS 111

Coming to Coventry very soon is the new NHS 111 service. NHS 111 is being introduced to make it easier for you to get advice on health matters and 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.

It 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.

SURGERY MOVE UPDATE

We are committed to having all of our resources under one roof as we know that this will enable us to provide more and better services to our patients. The Business Plan that was submitted has been approved, but this is just the first hurdle and we are still not in a position to say what will or won't be happening as there are many other issues that we need to resolve before we can confidently make any announcements. You can be re-assured that, whatever we do, will be done to provide a better,

more expansive and more efficient service to our patients. We hope to be able to bring you more news soon and as soon as anything happens we will let you know.

PATIENT SURVEY RESULTS

Firstly, a big thank you to our Patient Reference Group who helped us compile and administer this questionnaire. We feel this annual survey is of great importance as it provides us with the opportunity of finding out what the priorities are for our patients and the chance to make a change to improve the services.

The key points raised were:

- There was some difficulty in getting an appointment at a convenient time
- 51% of people felt that being able to choose a male/female GP of their preference was important
- There were a few comments about GP's running late
- There were also comments about the tannoy system being poor, changes to the waiting room and the environment

We will have the opportunity to make changes to a number of the issues raised if/when we move to a single site, but will be considering all of the points raised in the mean time. Details of the survey and our action plan can be found on our web site (www.fmcgp.co.uk).

PATIENT REFERENCE GROUP

As a practice, Forrest Medical Centre is committed to listening to our patients' views to help improve the service we offer. To help us to do this we have set up, and are now running, an active Patient Reference Group (PRG). This group of patients is there to represent your views, thoughts, opinions and suggestions and hopefully over time you will get to know these people and see the results of the efforts. The group is open to any of our patients - so if you would like to get involved yourself, then please speak to a GP or receptionist!

MYTON HOSPICE APPEAL

Thank you to everyone that donated and/or bought items from our book sale and raffle. We are delighted to announce that we raised an impressive £1,315.29 for this very worthwhile cause this year!

AND ALSO...

Related to our survey results, at the bottom of the page is a snapshot of a set of results recently published showing which practices in Coventry were the most recommended by their patients. The national average was approx 82% and the Coventry average was approx 79% - but Forrest Medical Centre scored the highest in the area at 97%!

