

# Pinfold Medical Practice Newsletter – Summer 2023 edition

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## Practice News

Some of you may know Heather as a Practice Receptionist. We are proud to announce her promotion to Practice Medico-legal secretary. This is a role she has always aspired to, and taken a great interest in. We wish her every success in her new career.

Reception team are known as Care Navigators. This is a challenging role which requires excellent listening skills and a knowledge of all services available. The basic training for this role is on the job and can take up to 6 months. Please be patient when being served, current trainees include prospective medical students who are the future generation of doctors.

## PPG News

The PPG met on 18/05/2023. In conjunction with the practice the PPG agreed the following:

1. Introduction of a short telephone message alerting patients in the queue when all routine on the day appointments have been filled with the physiotherapist, mental health practitioners, paramedic & Nurse Prescribers, pharmacist and GP's.
2. Patient Survey – please see appendix A and return to reception. Printed copies are available in the waiting room.

The PPG asked about pre-bookable appointment availability. 1/3 of clinical appointments are available for patients to pre-book up to 3 - 4 weeks ahead; 2 x pre-bookable appointments are available for clinicians only and booked based on clinical necessity. Appointments are predominantly available 'on the day' to achieve same day demand.

Due to complexities of on-going conditions, face to face appointments with a doctor have been increased to 15 minutes per consultation. Consultations are one problem per appointment.

Telephone appointments are 10 minutes per patient. Patients can request that the GP call at the allocated time: if booking on line just to stipulate that on the reason for appointment or to mention it to reception when booking. Unfortunately, it is not possible to always call at the allocated appointment time. There is a plethora of reasons for this.

PPG members recently met with the medical students. Feedback from all parties found this to be mutually insightful and a very good experience.

## Invite to join the PPG

The PPG consists of patient and practice volunteers. They meet five times a year to contribute their perspectives on local services and review practice matters including compliments, complaints, and social media. In addition, health care workshops have been attended by the PPG and wider public. These include raising prostate cancer awareness, social prescribers and Alzheimer's UK. Please see the practice website for PPG newsletter. [www.pifoldmedicalpractice.co.uk](http://www.pifoldmedicalpractice.co.uk)

New volunteers are very welcome to attend in practice or on-line, via MS Teams. Please notify reception of your interest.

## Invite to Loros workshop

The next PPG workshop will be presented by LOROS on **13/09/2023 at 1pm**. Loros provide free, high-quality, compassionate care and support to terminally ill adult patients, their family and carers across Leicestershire & Rutland.

Please notify reception of your interest to attend.

## Get involved, have your say

If you have ideas and suggestion on how to improve the NHS, GP practice and local services why not join the Patient Participation Group. Members are registered patients who volunteer their point of view as representatives of the wider patient population. (See above for details on the next meeting).

Rate the practice via the 'Friends and Family test' at [www.pifoldmedicalpractice.co.uk](http://www.pifoldmedicalpractice.co.uk)

Or, place your written suggestion in the practice letterbox.

Responses are featured in the 'You said, We did' section of the practice newsletters.

## Healthy Living- Coping in hot weather

Most of us welcome hot weather, but when it's too hot, there are health risks. If hot weather hits this summer, make sure it does not harm you or anyone you know. The main risks posed by a heatwave are:

- Not drinking enough water (dehydration)
- Overheating, which can make symptoms worse for people who already have problems with their heart or breathing
- Heat exhaustion and heatstroke

Keep out of the heat if you can. If you must go outside, stay in the shade especially between 11am and 3pm, wear sunscreen, light clothes, and avoid exercise or activity that makes you hotter. Have cold drinks, avoid alcohol and caffeine, and have a cool shower or put cool water on your skin or clothes. Keep your living space cool by closing windows during the day and opening them at night when the temperature outside has gone down. Electric fans can help if the temperature is below 35 degrees. Check the temperature of rooms, especially where people at higher risk live and sleep. You can also get help from the environmental health office at your local council, if you think a hot house is affecting your health or someone else's. They can inspect a rented home for hazards to health, including excess heat.

## Other available services

- **Self-care** information: [pinfoldmedicalpractice.co.uk](http://pinfoldmedicalpractice.co.uk)
- **Pharmacy First** over the counter medications are available from your local pharmacy
- **Repeat medication** on-line ordering service is available via the NHS app: [www.nhs.uk](http://www.nhs.uk)
- **NHS on-line symptom checker** for health advice: [111.nhs.uk/](http://111.nhs.uk/)
- **Support for Carers** of vulnerable and elderly:  
[support-for-carers-leicestershire/](http://support-for-carers-leicestershire/)

[ageuk.org.uk/](http://ageuk.org.uk/)

[.alzheimers.org.uk/](http://.alzheimers.org.uk/)

[Home \(claspthecarerscentre.org.uk\)](http://Home (claspthecarerscentre.org.uk))

- **First contact plus** offer social, health and financial support. Click here for more information  
<http://www.firstcontactplus.org.uk/about-us/>
- **Mental Health Central Access Point**  
If you need urgent NHS mental health support, call our Mental Health Central Access Point:  
0808 800 3302  
24/7 Freephone helpline for people of all ages in Leicester, Leicestershire and Rutland
- **Therapy** for stress, anxiety and depression is available at [nhs.uk/psychological-therapies-service/](http://nhs.uk/psychological-therapies-service/)
- **Self-Referral Physiotherapy Service**  
To book a telephone consultation with a physiotherapist call :**0300 300 0046**  
Monday to Friday 08:00 to 16:00

**Continue to the patient survey...**

## Patient satisfaction survey

### appendix A

**Q1. How is your overall experience with Pinfold Medical Practice?**

Satisfied  Exceeds expectations  Not Satisfied

**Q2. Thinking of your most recent symptom, were you offered an appointment with either the GP, Care Practitioner, Nurse, Paramedic, Physio, Mental Health Practitioner, On-site Pharmacy, or an enhanced access appointment (Evening/Weekends)?**

Yes  If yes, go to Q6 No  If no, go to Q3

**Q3. If No, were you advised on the following by the Reception Team:**

- Visit our website for self-care and self-referral information.
- Visit your local pharmacy.
- Contact 111
- Go to Urgent Care Centre or A&E
- Contact us or visit the surgery the next day at 8am or book using your online access.
- None of the above

**Q4. Did you follow with the above instructions given from Q3?**

Yes  No

**Q5. If no to Q4, please provide a reason below.**

**Q6. Are you happy with the service given by Pinfold Medical Practice?**

Yes  No

**Q7. Please provide a reason below.**

Thank you for completing the survey.