**Spring/ Summer Newsletter 2024**

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# Friends and Family test results (Jan – Apr 2024)

Thank you to the 961 patients who completed a short survey which asks would you recommend Pinfold Medical Practice to friends and family (Friends and Family Test or FFT)

Feedback mainly centred around the on-the-day availability of appointments, service, and clinical care.

**94% of patients said they would recommend Pinfold Medical Practice to Friends and Family.**

**You said:** *“I have always been treated with respect and the staff are always professional, they always explain things very clearly”.*

The practice team has been overwhelmed by the number of positive comments received which gives a tremendous boost to staff morale and features heavily in the **FFT results** available at [www.pinfoldmedicalpractice.co.uk](http://www.pinfoldmedicalpractice.co.uk) .

The FFT also asks for suggested improvements. Suggested improvements have been noted below

**You Said:**

*“first come, first served. The prescriber was very friendly and took time to listen to me. This appointment, whilst very useful, still wasn’t with a doctor”.*

Doctors are in high demand. We aim to offer the right care, first time.

A team of highly skilled Care Navigators offer patients the right clinician in regard to the presenting problem. Short Term (acute) problems are booked with in-house prescribers (Acute Care Practitioners) or physiotherapists.

Bookings are monitored and managed. On average ten appointments per day are re-allocated to an alternative clinician.

The above helps to improve the availability of the doctors who treat complex and long term (chronic) conditions. However, appointment access is reviewed by the practice partners in collaboration with the Primary Care Network who together resource additional clinical roles in accordance with local needs of our diverse patient cohort.

The practice is dedicated to being a modern general practice. Therefore we have signed up to an NHS England initiative to help identify improvements to access. Updates will be shared in future newsletters.

There are a number of ways to access a wide variety of on the day and advance appointments with doctors, prescribers, physiotherapists, nurses etc.:

* On-line via the NHS App or Patient Access
* ‘Contact us’ online at [www.pinfoldmedicalpractice.co.uk](http://www.pinfoldmedicalpractice.co.uk) for non urgent medical or admin request.
* T 01509 220960
* Reception

**You Said** : *“The nurse just took the blood, I had to ask her what the tests were for”*

The phlebotomist takes blood but is not privy to the reasons for the request, this would be the consulting clinician who ordered the test. Patients with long term condition are invited for annual MOT. A full blood count and cholesterol levels are monitored as part of this check-up.

**You Said** *“After blood was taken a bruise appeared”*

A blood test is an invasive procedure that can cause the vein to bleed under the skin, even when the skin has closed the vein it’s self may continue to bleed .

To prevent this, apply pressure immediately after withdrawal keeping the arm straight. Please speak to reception if bruising causes a concern. They will book an appropriate appointment with a member of the clinical team.

**You Said** “*Why can I only book an emergency appointment on the same day”.*

Routine and emergency appointments are available the same day with doctors and acute care prescribers. The care navigator will ask for a brief description of the problem to guide you to the right clinician.

To take the ‘Friends and Family test’ visit [www.pinfoldmedicalpractice.co.uk](http://www.pinfoldmedicalpractice.co.uk) . Or, place your written suggestion in the practice letterbox, a response will be featured in the ‘You said, We did’ section of our newsletter.

# Get involved, have your say

If you would like to voice your 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 perspective as representatives of the wider patient population**.**

**Please register your interest at reception**

# Links to self- care and self-referral services:

* **Self-care information** visit [pinfoldmedicalpractice.co.uk](https://pinfoldmedicalpractice.co.uk/self-care-resources/)
* **Pharmacy First**; over the counter medications are available from your local pharmacy
* **NHS App**; repeat medication on-line ordering service .

To create an account visit [www.nhs.uk](http://www.nhs.uk)

* **NHS on-line symptom check**er and health advice at

[111.nhs.uk/](https://111.nhs.uk/)

* **Support for Carers** of vulnerable and elderly: [support-for-carers-leicestershire/](https://vasl.org.uk/services/support-for-carers-leicestershire/)

[ageuk.org.uk/](https://www.ageuk.org.uk/)

[.alzheimers.org.uk/](https://www.alzheimers.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/](https://www.nhs.uk/service-search/find-a-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

[**www.pinfoldmedicalpractice**](http://www.pinfoldmedicalpractice)**.co.uk**