**Summer Newsletter 2024**

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# Friends and Family Test (results June – July 2024)

Thank you to the 976 patients who completed a short survey which asks “would you recommend Pinfold Medical Practice to friends and family”?

**91% of patients said the practice was good - very good:**



**1% of patients responded using the Romanian, Polish and Chinese language options.**

The practice team has been overwhelmed by the number of positive comments received which gives a tremendous boost to staff morale. The word cloud below shows common reasons for recommending the practice:



# Suggested improvements: You said

The word cloud below shows suggested improvements to booking appointments as a common theme:



# Practice actions: We did

We monitor the number of available appointments which consistently exceeds the British Medical Association recommendations of 900 per week for 12.5k patients (current population 12,368). Appointment types included in the recommendation are the following prescribers: Doctors, Acute Care Practitioner’s, in-house Pharmacist and Physiotherapists. For more information, please see appointment statistics below.

Appointment availability is maximised by the care navigators who guide patients to the right clinician according to their presenting problem; Doctors treat complex problems and long-term conditions, Acute Care Practitioners treat new problems, the in-house Pharmacist reviews long-term medications and the Physiotherapists treat muscular skeletal problems.

# Appointment statistics

During July 2024 patients attended 5,556 appointments; 3,768 of these were GP and prescriber appointments as shown below:

**How you can help?**

**Help other patients:** Always cancel unwanted appointment, no matter how late in the day, another patient will benenfit from it .

**Cancel appointments any time, 24/7:**

Book and cancel appointments via the NHS App: [www.NHS.uk](http://www.NHS.uk)

 Ring 01509 220960, Option 2 to cancel your appointment

**Consent to SMS appointment reminders:** Reception will easily sign you up today.

# Get involved, have your say

The ‘Friends and Family test’ takes approximately 2 minutes. Visit [www.pinfoldmedicalpractice.co.uk](http://www.pinfoldmedicalpractice.co.uk)

Or, place your written suggestion in the practice letterbox. Responses are featured in the quarterly newsletter.

Or, if you would like to voice your ideas and suggestion on how to improve the NHS, GP practice and local services you can join the Patient Participation Group. Registered patients/volunteers meet with practice members to give their perspective as representatives of the wider patient population**.**

**The next Patient Participation Group meeting will be held in the practice meeting room on:**

**12.00pm– 1.00pm, Thursday 5th September 2024**

# Links to local support

The following are volunteer services available locally:

[John Storer Charnwood](https://johnstorercharnwood.org.uk/)

For community activities, well-being and community transport.

[Forget me nots](https://www.alzheimers.org.uk/support-services/Loughborough%2BBaptist%2BChurch/Forget%2BMe%2BNot/local)

The group meets for coffee and brunch. The carers are able to go to a different room where they can relax, talk and take the opportunity to share experiences and support one another. A range of activities are available for people living with dementia to join in with, if they wish. The activities are tailored to suit individual needs as much as possible. The aim is to generate positive feelings for all.

[Admiral nurses](https://www.dementiauk.org/information-and-support/how-we-can-support-you/what-is-an-admiral-nurse/)

Admiral Nurses help people living with dementia stay independent for longer and, support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

[Armed Forces Veteran support](https://pinfoldmedicalpractice.co.uk/armed-forces-veteran-friendly-accredited-gp-practice/)

There are lots of resources to support our Armed Forces Veterans.

[Loros](https://loros.co.uk/)

provide free, high-quality, compassionate care and support to terminally ill adult patients, their family and carers across Leicestershire & Rutland.

[NHS Cancer Screening Programmes and MacMillan help-line](https://pinfoldmedicalpractice.co.uk/nhs-cancer-screening-programmes/)

[Support for Carers](https://pinfoldmedicalpractice.co.uk/carers/)

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer.  Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

[Self-help and self-referral information](https://pinfoldmedicalpractice.co.uk)

Many local services do not require a GP referral including urgent mental health support, physiotherapy, addiction, podiatry and much more. Visit [**www.pinfoldmedicalpractice**](http://www.pinfoldmedicalpractice)**.co.uk**