



Newsletter A-Z Winter 2023/2024

Fountain Medical Centre, Little
Fountain Street, Morley, Leeds
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“Our doors are open for everyone”

A for Appointments

Appointments are still very much at a premium. We would ask you to only book clinician appointments where necessary. For routine medication queries or administrative queries please speak to our care navigation team.

For minor illness please consider self-help or consult with your local pharmacist. Information can also be found on our website.

Telephone [0113 2951600](tel:01132951600) to speak with one of our care navigation team. Feel free to ask for a specific clinician but please appreciate that this may not always be possible at the time you would like the appointment.

Alternatively, you can register for online access or the NHS APP and book your appointment over the web. Please ask the care navigation team if you need support to set this up.

B for Blood Pressure

Let us know what your blood pressure readings is. You can easily do this in our health check point waiting area and pass it on to our reception.

If a healthcare professional has asked you to measure your blood pressure, do this as often as they advised, usually morning and evening.

As a general guide:

1. 140/90mmHg – do another reading, Do 1 week, twice daily. Home readings.
2. 150/90mmHg – Advise NON-URGENT appointment, GP/ANP/PHARMACIST
3. 180/110mmHg – needs URGENT appointment

C for Care Navigator

Sometimes, the GP (doctor) might not be best person to see. It could be the Practice Pharmacist, a Physiotherapist, a Mental Health worker, or a Practice Nurse. In some cases, your GP practice might not be the best place at all and it could be a community pharmacy or optician that is more appropriate.

For this reason, our receptionists (also known as care navigators) have been trained to help make sure you see the right person at the first point of contact depending on your medical problem. They may ask you some very brief questions about your symptoms but will not try to diagnose you or offer medical advice.

You can help by providing some information so they can offer you an appointment as quickly as possible with the right person in your GP practice. This may be with your GP or another member of the practice team.

Any information you share with a care navigator will remain confidential.

D for Dementia friendly

Fountain Medical Centre is now a dementia friendly practice. All the clinical and administration team have been working closely with the Alzheimer's Society this year to ensure the practice becomes dementia friendly. Everyone has participated in a General Practice specific dementia awareness session as well as completing additional elearning.

The benefits of a dementia friendly general practice include:

- Improving quality of care and support for people with dementia.

- Improving quality of care and support for other patients, especially other vulnerable groups such as the frail and elderly

- Reducing missed appointments and repeat appointments.

E for Extended hours

Offering out of hours GP and nurse's face to face and telephone appointments. These are run from Windsor House Surgery, Morley.

F for Face-to-face

Most appointments are face to face. You can choose a telephone call appointment if you wish. Both forms of consultations take the same amount of time.

G for General information

Did you know you can use Patches for non urgent appointment requests?

Did you know we have Digital champions?

Find more information on our website or ask our care navigation team about Digital Champions they can help with online services, NHS App or Patches.

H for Health and wellbeing coach

For patients who wish to make long lasting lifestyle changes, like weight, diet, quit smoking, get active. Conditions include high blood pressure, pre-diabetes and type 2 diabetes, high cholesterol, and overweight /obesity.

I for Influenza (Flu)

Flu vaccinations are free to people in these eligible groups:

Over 65. Under 65, if you have an underlying health condition that qualifies you for a vaccine.

Pregnant. Immunocompromised patients and their household contacts.

People living in care and residential homes. Children aged 2-10 years on 31 August 2023.

Children in school year 7 and above will be done by the school nurse team.

Get your free flu jab. It prevents illnesses, medical visits, hospitalisations, and deaths. There are a few types of flu vaccine depending on your age and underlying health conditions. Most children will have Nasal spray vaccine — no needles!

J for Joint injection

If a clinician has advised you to have a joint injection, ask our care navigation team to add you to the waiting list. We will contact you with the date and time of your appointment.

K for Keep my place in queue

Our telephone call queuing and call back system. At busy times, our new call queue system will give you the option to select a call back. There are no additional charges for our patients for any call back.

L for Learning Disabilities

Bee Together is a Time to Shine Project aimed at older people with learning disabilities (OPLD). Time to Shine is managed by Leeds Older People's Forum (LOPF) and funded by Big Lottery Fund's Ageing Better program to reduce social isolation and loneliness amongst people over 50. Bee Together wishes to connect with socially isolated and lonely OPLD to discuss their difficulties and needs in order to connect them to organisations who can help them lead a more fulfilling life.

Website: <https://timetoshineleeds.org/blog/bee-together>

Email: anna-marie.garbutt@healthforall.org.uk

M for Missed appointments

GP and Nurses appointments are in big demand.

In September 38 missed GP = 8hrs 15mins. Nurse and other clinicians 132 missed = 44hrs 21mins

Don't need it? Cancel it! If you miss an appointment, this stops someone else getting one sooner. If you cannot make your appointment, please call the surgery to re-arrange.

N for News

Go to our website www.fountainmedical.co.uk for up-to-date Practice News. This is regularly updated.

O for Outside Practice Boundary

New patients who wish to register must live within the practice boundary. Patients who change address out of the boundary will be asked to leave the Practice and register with a doctor in their new area. Please check the practice boundary on our website New Patients - Fountain Medical Centre

P for PCN Primary Care Network

GP practices join together to work locally with community service providers and other health and care organisations. The service operates Monday to Sunday during the day. It covers the whole of Leeds. Anyone registered at a Leeds-based practice can book into the 'Extended Access' service via their practice. — GP Appointments. Nurse & HCA Appointments. Occupational Therapy. First Contact Physiotherapy. Healthy Minds Service. Social Prescribing.

Q for Queries

If you have any queries our team is here to help.

R for Registration with GP

You can register with our GP Surgery online. Simply visit our website to fill New Patient form.

S for Smear test

It is important for you to attend your smear test appointment. Cervical screening is one of the best ways to protect yourself from cervical cancer. We can offer smear test appointments during the week at the practice and also at out of hours Saturday clinics, please call-in reception to book if you are unable to book Monday-Friday due your busy work time.

T for TARGET Training Day

All Leeds GP practices close completely for staff training once a month from 12 noon. You will be informed in our reception area, website, twitter, and Facebook about TARGET Training Day.

U for Urine samplers

Before you drop in a urine sample, please speak to our care navigation team. You will be asked to complete a form at reception or a text questionnaire. You must write your details on the sample bottle. Cut off time to drop off samples is 4pm.

V for Veteran friendly practice

Fountain is proud to be an accredited Veteran friendly GP practice delivering the best possible care and treatment for patients who served in the Armed Forces. If you have served even for one day, additional NHS services are available to you. As a Veteran friendly GP practice, we:

- Have a clinical lead for veteran health.
- Ask patients 'Have you served?' to identify veteran patients.
- Support veteran patients to access dedicated health services.
- Undertake specialist training to meet the health commitments of the Armed Forces Covenant.

Let a member of staff know if you, or you spouse/partner have ever served in the UK armed forces so we can best support your care needs.

W for Walk in Centre

Urgent treatment Centre's provide medical help when it's not a life-threatening emergency. Other types of urgent care services are called minor injuries units or Walk in Centre's. These offer some of the same help as urgent treatment Centre's. They are usually overseen by doctors working with nurses. If you need one, you can often get tests like an ECG (electrocardiogram), blood tests or an X-ray.

X for X-Ray

Acute injuries – walk in centre or A&E Ongoing problems – require referral by the clinician. An X-Ray is a quick and painless procedure commonly used to produce images of the inside of the body. This very effective way of looking at the bones can help detect a range of conditions. X-Rays are usually carried out in hospital by trained radiographers. They can also be done by other healthcare professionals, such as dentists.

Y for YAS – Transport booking service

If you are struggling to get to the hospital to attend your appointment you may wish to book transport via 03003302000 or you can contact our reception to book transport for you.

Z for Zero Tolerance

We strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients, we achieve this, despite finite resources and steadily increasing demand for services that exist today within the NHS. Anyone who verbally abuses a member of practice staff will be sent a letter from the Practice Team confirming that this behavior will not be tolerated. Any future violation of this policy may result in removal from the Practice patient list. Our staff come to work to care for others, and it is important for all members of the public and our staff to be treated with respect. In line with the rest of the NHS and to ensure this is fully observed we have instigated a zero Tolerance policy, whereby aggressive or violent behavior towards our staff will not be tolerated under any circumstances.