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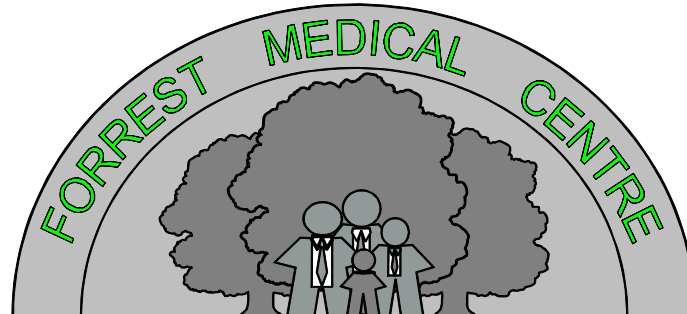
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# ◆ Forrest Medical Centre ◆

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November 2011



## Patient Participation Group

### ***So what is this all about?***

Forrest Medical Centre has always been committed to listening to our Patients' views, to help improve the service we offer. We have set up a Virtual Patient Reference Group, a panel of patients from various different backgrounds and ages, who give us their opinion on certain issues to ensure we continue to make the right improvements. Although we have set this Group up already, because it is a 'Virtual' Group we are always happy for additional volunteers to join and give their thoughts on key issues such as appointment times, accessibility, the surgery environment or our website.

### ***What will this involve?***

We understand that most of our patients are very busy people, and would find it difficult to commit to regular meetings. Therefore, we have developed the concept of this virtual

group. We plan to send out emails or letters once in a while, asking your views on certain issues. We do not anticipate this being very time consuming.

### ***What if I don't have email?***

No problem! We can send out the questions to you in the post instead.

### ***How will I know my opinion has made a difference?***

We will collate your views and discuss them at our Practice Meeting. We will keep you updated about our anticipated changes as a result of your contributions as a group.

### ***But I don't come to the surgery often. Is my opinion valued?***

It is important we have a group which is representative of our local community and includes as many different people as possible, so every opinion

counts.

### ***So how do I get involved?***

Simple—just ask for a form at your next GP appointment, speak to one of our receptionists or complete the form on our web site! ([www.fmcgp.co.uk](http://www.fmcgp.co.uk))

### **MATERNITY LEAVE**

Dr Vicki Purser has now started her maternity leave and we wish her all the best. We look forward to seeing her back at work next year, but in the meantime are glad to welcome back Dr Suman Musku who will be here covering her maternity leave.

Dr Musku was with us for a year during his training time so will be a well known face for many of our patients and we look forward to working with him again.

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Dr Shyamali Griffiths will also be taking her maternity leave very shortly and we wish her all the best too.

### **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 offer a service at our Mount Street surgery to help you quit the habit. If you want to stop smoking simply speak to a receptionist and book yourself in with our Stop Smoking Advisor. 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 £7.20 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, book ahead!

### **TRAVEL VACCINE QUESTIONNAIRES**

If you are planning on travelling abroad and need some immunisations before you go, please make sure you book to get these done in plenty of time (speak to one of our Nurses who will be happy to give you help and advice on this).

Once you have an appointment booked to get your immunisations please visit our web site ([www.fmcgp.co.uk](http://www.fmcgp.co.uk)) to print off the travel checklist form. Once printed, complete this at home and bring it with you—doing this will save considerable time at your appointment!

### **SURGERY MOVE UPDATE**

We are now working closely with Coventry Care Partnership to identify a possible new site and put together a business plan to ensure that we find the best way forward.

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 as the NHS makes changes moving forward.

As to where or when this will be happening, we do not yet have any timescales as we are still discussing plans and possibilities at the moment. This process will not be done easily or quickly as we want to get it right, and there is also now the added complication of all the changes to the Healthcare System. We are keen, though, to keep the information freely available—even if it is to say that there is little, or nothing new, to report!

### **TOP TIP - REPEAT PRESCRIPTIONS**

You don't need to come to the surgery to get a repeat prescription...! Simply use the online repeat prescription request form that is available on our website ([www.fmcgp.co.uk](http://www.fmcgp.co.uk)) to submit your request, fill in the required details and decide where you would like to pick the prescription up from. Then just pick up your prescription from your usual surgery or from a nominated chemist. Easy!

### **FMC WEB SITE UPDATED**

Have you seen our new and improved web site? You may be surprised to find out that you can now do many things online, such as update your clinical record, request a repeat prescription, submit general questions and we are looking to expand this range further in 2012. Take a look ([www.fmcgp.co.uk](http://www.fmcgp.co.uk))