

Patient Focus

THE NEWSLETTER OF LONG BENNINGTON MEDICAL
CENTRE PATIENT PARTICIPATION GROUP



**LONG BENNINGTON
MEDICAL CENTRE**
Patient Participation Group

Welcome

Welcome to the second edition of Patient Focus, the intermittent newsletter of the Patient Participation Group, or PPG. The PPG is here to form a bridge between Long Bennington Medical Centre and its patients – we provide feedback to the Medical Centre and assist with communications generally.

If you have any feedback to raise and think that the Patient Participation Group could help, please contact us by leaving your contact details with the reception staff – we will ring you back to discuss your ideas, and take them forward if we can.

Flu Clinic – 5th October 2024

The next Flu Clinic will be held at Long Bennington Medical Centre on Saturday 5th October 2024. Those who are eligible to receive the flu jab should have been contacted and asked to make an appointment. If you think that you are eligible but have not yet been contacted,

please get in touch with the Medical Centre, who can confirm your eligibility and arrange an appointment if necessary.

As in previous years, members of the Patient Participation Group will be volunteering to help staff at the practice in making sure that the day runs smoothly, helping to coordinate issues such as car parking, providing directions and general assistance.

The NHS – It's Huge!

Did you know that:

- The NHS employs over 1.5 million people across the UK, from doctors and nurses to cleaners and receptionists.
- The NHS ranks as the world's fifth largest employer, with only the US Department of Defence, China's People's Liberation Army, Walmart and McDonald's ranking ahead of it.
- The NHS budget for England in 2023/24 is £164.9 billion.

Given that enormous expenditure, anything that we can do to save money for the NHS will help us all.

DNA Stands for 'Did Not Attend'

A recent study estimated that in 2022/23, the cost of an average 10-minute face-to-face GP consultation was £56 - it will probably be more by now. During June this year alone, there were 70 missed appointments, or DNA's, at Long Bennington Medical Centre. That represents a cost of at least £3920 in a single month, but also 70 appointments that could have been used by other members of the community.

Please, if you are unable to attend an appointment, even at the last moment, ring the Reception staff to let them know, so that your slot can be reallocated to another patient.

The Dementia Group

Nicola Bland, the Care Coordinator at Long Bennington Medical Centre, has set up a hugely successful Dementia Group. The Group meets once a month at Foston Village Hall, where attendees can enjoy some social activity and mutual support amongst friends. Recent activities have ranged from rock painting to curling, so you can see that there's something for everyone!

The PPG are actively supporting the Dementia Group by providing volunteers to meet and greet those attending, and to provide a welcome cup of tea when required.

All Dementia patients and their carers are very welcome - if you are interested in attending, please get in touch with Nicola via the Reception staff at the Medical Centre.

The NHS Friends and Family Test (FFT)

The NHS Friends and Family Test (FFT) was created to help the NHS understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

Since the FFT was launched in 2013, millions of patients have submitted feedback. It's used by most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, and patient transport.

How Does the FFT work?

After you've completed your treatment or you're discharged from a service, you may be invited to complete the FFT. Your answer will not be traced back to you, and your details will not be passed on to anyone. A friend or family member is welcome to answer the question if you're unable to.

Long Bennington Medical Centre sends texts to patients after interactions, asking them to complete the FFT. It's a quick and simple process and, if you prefer, you can ask reception for a feedback form.

Around 9 out of 10 patients give positive feedback about NHS services when completing the FFT. This lets staff know that their efforts have been appreciated, and the information gained is used to continuously improve services. Please complete an FFT if the Medical Centre requests it!