

24 Hour Telephone Automated System



We have recently changed our telephone options at GFMC, you can now choose **Option 1** for the 24hr Automated System or Option 2 for Reception.

We hope that this will make it easier for patients to use the automated service and will improve use and access to the service.

Patients can also telephone the automated system directly on

0115 973

8828. This service allows patients to book, cancel and make appointments with the GP 24 hours a day.



COFFEE MORNING
Monday,
Everyone Welcome!

Why not ask at reception for more information and pop along for a cuppa!

WHAT IS: THE PATIENT PARTICIPATION GROUP?



We have a small patient group but are always looking for members to join and welcome feedback from patients .

The group meet 2-3 times a year to discuss patient needs and the services we provide. Patients would meet with the assistant practice manager, staff members, and one of our GPs would attend the meetings whenever possible. We are constantly looking at different ways to improve the patient experience and this forum gives the group the opportunity to have their say and offer improvements and suggestions.

Your commitment is purely on a voluntary basis and you can give as little or as much time as you wish! Why not join us for an informal chat! If you are interested, please leave your contact details with reception.

The group has recently joined NAPP, the National Association of Patient Participation, and are looking at new ways to develop the group in support of patients and working towards improved communication between patients and the practice.



Next Meeting—to be advised



*You may have been or will soon be informed by the surgery who **your named GP** is at the practice. We would like to reassure patients that this will not affect how you book an appointment and it is your choice which GP you see. We have to inform patients of their named GP as this is a requirement by NHS England.*

WELL BABY CLINIC

Wednesdays, 9.30am–11am



Baby Clinic

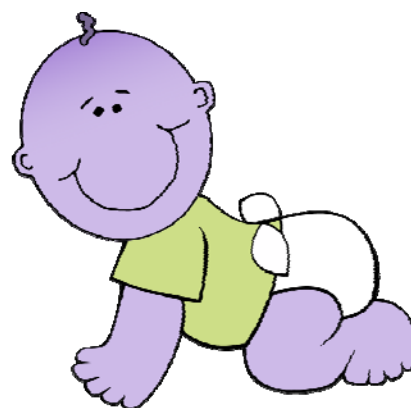
The healthcare visitor holds a baby clinic every Wednesday between 1pm and 3pm. Please call the surgery and ask for an appointment to see the healthcare visitor.

This affords mothers an opportunity to see a health visitor, to get advice and support about a range of things e.g feeding, vaccinations, sleep and potty training. It also provides an opportunity to get your child weighed and checked.

Regular check ups are recommended for babies and children at the following ages:

- about 10 days old
- 6 weeks
- 7-9 months
- 27 months
- 3 years 6 months

We recommend new parents take a look at the [NHS immunisation schedules](#) and talk with their doctor about getting their child immunised accordingly.



'Self-Refer'

Physio First

Have you been suffering from muscular skeletal pain? e.g. back pain, knee or shoulder pain, etc and think an assessment by the physio at our **Physio First** clinic would help?

Did you know you can book this appointment directly with reception? Talk to reception today!

Become a 'Virtual Patient Group Member'

Time Constraints but want to have Your Say?

We are looking to develop a "Virtual Group" to enable patients to give their views and have their say, even if they cannot attend meetings but would like to be involved.

This 'virtual group' would be contacted via email, post or telephone and asked to give their opinions or views on issues which have been discussed at the PPG meetings.



Any contribution from the 'virtual group' would be kept confidential and completely anonymous.

If you would like to join the 'virtual group', please contact Emma Bostock, Assistant Practice Manager, on 0115 8965 002 or email: ncccg.contact-gfmc@nhs.net

GFMC — The Future!

The practice manager, Nikki Wood, and all doctors and staff at GFMC would like to reassure GFMC patients that there are no plans to close. GFMC doctors and staff are committed to ensure continuity of care for all its patients.



There is currently a due process of bidding for the NHS contract with the CCG/NHS England and we are hopeful that we will win the bid and therefore the same management team will remain to ensure that patients continue to receive the best healthcare.

"NO PLANS FOR CLOSURE"

Our Contact Details:

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**Tel: 0115 89 65002
www.gfmc.org.uk
ncccg.contact-gfmc@nhs.net**

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