

FLS Newsletter

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 FINNEY LANE SURGERY



WHATS INSIDE THIS
ISSUE...

EVENTS

MONTHLY UPDATES

**YOUR FEEDBACK IN
ACTION**

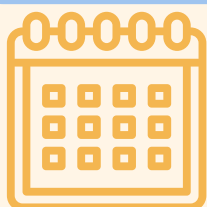
REMINDERS

A MESSAGE FROM...



We are pleased to share the latest news, updates, and upcoming events from Finney Lane Surgery. Inside this issue, you'll find a message from one of our doctors, details of upcoming health awareness events, and an update on the feedback you've shared with us.

Thank you for being part of our practice community.



EVENTS

Upcoming...

JULY

29TH - 3RD: STAFF APPRECIATION WEEK

6TH-12TH: ALCOHOL AWARENESS WEEK

DISABILITY LGBTQ MONTH

SARCOMA AWARENESS MONTH

AUGUST

1ST - 7TH: WORLD BREASTFEEDING WEEK

SEPTEMBER

7TH - 13TH: KNOW YOUR NUMBERS WEEK

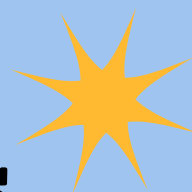
UROLOGY AWARENESS MONTH

10TH: WORLD SUICIDE PREVENTION DAY

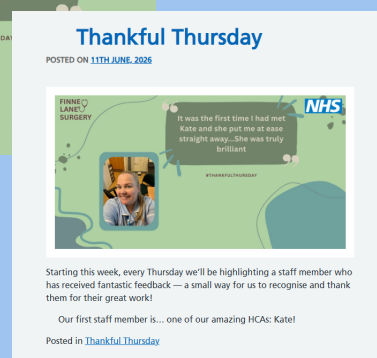
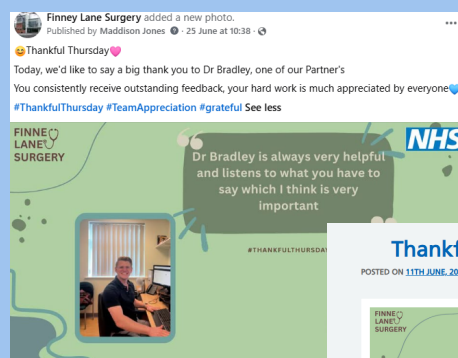
25TH: WORLD PHARMACISTS DAY

+ MANY MORE

EVENT HIGHLIGHTS & MEMORIES



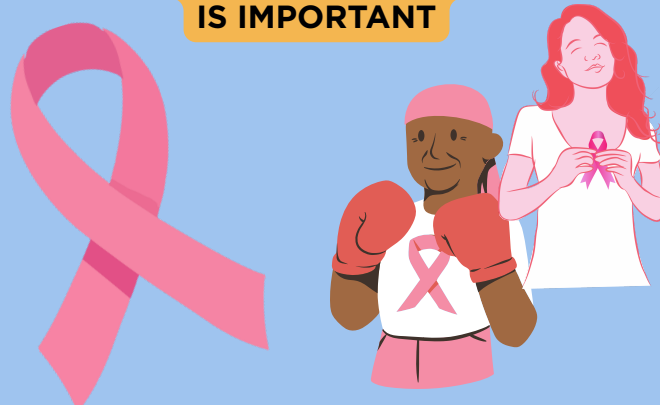
WE INTRODUCED 'THANKFUL THURSDAY' TO OUR WEBSITE & FACEBOOK



WE PROMOTED CARERS' WEEK & THE EVENT THAT WAS BEING HELD NEARBY



WE PROMOTED BREAST SCREENING BY PROVIDING INFORMATION AS TO WHY IT IS IMPORTANT



WHAT WE'VE ACHIEVED APR - JUN

3284 PATIENTS SEEN

**94% OF FEEDBACK RECEIVED WAS
GOOD - VERY GOOD**

**10,626
TOTAL PHONE CALLS ANSWERED**

APPOINTMENT STATISTICS

273

**GP APPOINTMENTS
NOT ATTENDED**

£8190

**LOST DUE TO MISSED
GP APPOINTMENTS**

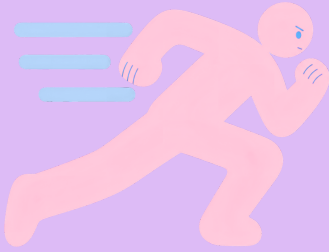
118

**BREAST SCREENING
APPOINTMENTS NOT
ATTENDED**

DID YOU KNOW? EVERY MISSED APPOINTMENT IS A MISSED OPPORTUNITY FOR ANOTHER PATIENT TO BE SEEN

DID YOU KNOW? WHEN AN APPOINTMENT IS NOT ATTENDED, NHS FUNDING IS LOST

DID YOU KNOW? BREAST SCREENING ↑ THE SUCCESS RATE OF TREATMENT & ↓ THE LIKELIHOOD TO HAVE A BREAST REMOVED



YOUR FEEDBACK IN ACTION...

**“TELEPHONE
WAITING TIMES ARE
TOO LONG”
YOU SAID**

YOU SAID

**PATIENTS EXPRESSED
CONCERNS THAT
THEY’D NEED TO MAKE
A GP APPOINTMENT
TO REQUEST PAST
MEDICATIONS**

WE DID

**REMINDED PATIENTS
OF OTHER METHODS
OF CONTACTING THE
PRACTICE TO
REDUCE DELAYS**

**WE NOW ALLOW
PATIENTS TO
REQUEST THIS VIA
THE ONLINE TRIAGE
FORM**

WE DID

REMINDERS:

WAYS OF CONTACTING
THE PRACTICE



What Do We Deal With?

✓ **Non-urgent admin requests**

✓ **Non-urgent routine medical requests**

**You can
still
contact the
practice in
all the
usual ways**



**In Person
(Coming Into The Practice)**



Phone



Online Triage Form

A Message From Dr L. Allan

HAVE YOU RECEIVED YOUR NHS BREAST SCREENING INVITATION?

IT CAN BE EASY TO PUT OFF APPOINTMENTS WHEN LIFE GETS BUSY, BUT BREAST SCREENING HELPS DETECT BREAST CANCER EARLY, BEFORE ANY SYMPTOMS APPEAR. EARLY DETECTION GIVES THE BEST CHANCE OF SUCCESSFUL TREATMENT AND CAN MAKE A REAL DIFFERENCE.

EVEN IF YOU FEEL FIT AND WELL, ITS IMPORTANT TO ATTEND WHEN YOU ARE INVITED. TAKING A LITTLE TIME FOR YOUR APPOINTMENT COULD HELP PROTECT YOUR FUTURE HEALTH.

IF YOU ARE WORRIED ABOUT THE APPOINTMENT OR HAVE ANY QUESTIONS PLEASE COME AND HAVE A CHAT WITH OUR LOVELY PRACTICE NURSES PAT AND FAYE, OR ONE OF OUR GP'S.

[HTTPS://WWW.GOV.UK/GOVERNMENT/PUBLICATIONS/BREAST-SCREENING-HELPING-WOMEN-DECIDE/NHS-BREAST-SCREENING-HELPING-YOU-DECIDE](https://www.gov.uk/government/publications/breast-screening-helping-women-decide/nhs-breast-screening-helping-you-decide)