

# EMC NEWSLETTER

## November 2019

### Please take one!

**In October, we had 313 patients who did not attend their appointments.**

**In the last 6 months we have had 1689 patients who did not attend their appointments and therefore we were unable to offer these to other patients.**

**£3 million is wasted in Leicester City each year by patients missing their GP appointment**

In Leicester City, over £3 million of NHS resources are wasted each year by patients not attending their GP appointment. Not only is it a misuse of taxpayers' investment but it means that 110,000 appointments each year that could have been given to someone else.

When patients report that they are unable to get an appointment at their practice, it is clear that the problem of missed appointments needs to be solved. Practices have been trying for some time to minimise non-attendances by sending text reminders and making contact by letter with those that frequently don't attend appointments.

If you find you no longer need your appointment contact your practice as soon as possible to let them know. You can do this by telephone, but ideally not first thing in the morning when practices are at their busiest. Even better would be to register at your practice for online services so you will be able to book and cancel appointments online at any time.

It is important to think carefully about whether you need a GP appointment in the first place. Local pharmacists are very knowledgeable about which medicines are best to treat minor illnesses and whether they will conflict with any existing medication you are taking. Such medicines can also be bought much more cost effectively over the counter than the cost of obtaining them on prescription. Pharmacies are open at convenient times, including evenings and weekends, and you don't need an appointment.

People often also believe they need to see a GP for antibiotics to treat viral infections such as coughs and colds. Antibiotics are ineffective on viral conditions and overuse of them risks patients becoming resistant.

## **Extended Hours**

We are now offering extended hours every day from 7am. Monday, Wednesday and Friday at Halsbury Street, and Tuesday and Thursday at Loughborough Road. These are for blood tests which have been requested by your GP or the hospital.

## **NHS App**

There is an NHS App which allows you to do the below:

- check your symptoms
- find out what to do when you need help urgently
- book and manage appointments at your GP surgery
- order repeat prescriptions
- view your GP medical record securely
- register to be an organ donor
- choose how the NHS uses your data

## **Travel Vaccinations:**

The Practice provides a handful of appointments for travel vaccinations. Please ensure you follow the Practice Policy, request a travel form from reception and book minimum 6 Weeks **prior** to travel.

You can also attend the Travel clinic: **TravelDoc**-108 Regent Rd, Leicester LE1 7LT. Tel: 0116 254 1282

## **Mental Health Crisis?**

Free 24/7 helpline for adults in Leicester, Leicestershire and Rutland. Please call 0808 800 3302 when you need to talk to someone urgently. This helpline service is commissioned by Leicestershire Partnership NHS Trust and provided by Turning Point. It's free from landlines and most mobile networks.

You can also email your contact details to request a call back:  
[Leicestershire.Helpline@turning-point.co.uk](mailto:Leicestershire.Helpline@turning-point.co.uk)