



# DMC news

The newsletter of  
Desford Medical  
Centre

Summer 2024

## DMC Practice News

**Staffing.** We welcome Ponam Louis to the Desford Clinical Team. Poonam is a prescribing Pharmacist, who has been working with the Practice from the beginning of March. She works 3 days a week (Wednesdays, Thursdays & Fridays), and supports the doctors with medication and chronic disease reviews, as well as prescribing.

**Covid 19 Spring Booster Campaign.** The Practice will be taking part in the Spring Booster Campaign and will be contacting eligible patients to book into clinics scheduled from week commencing 22<sup>nd</sup> of April. You will be able to 'self-book' an appointment online, or alternatively telephone the Surgery. Please wait to be contacted.

**Repeat Prescription Ordering** – With effect from the 1<sup>st</sup> July 2024, we will no longer be taking repeat prescription requests over the telephone. This is primarily to minimise the risk of a potential error and to avoid prescribing discrepancies. The best way to order prescriptions is by ordering it online using Systmonline or by the NHS App. This app is easy to

download and we will be holding walk-in sessions in May and June, where patients can come to the Surgery and staff will help them to download and set up the app.

Repeat prescription slips can also be posted in our Surgery letterbox. (Housebound and severely frail patients who are currently permitted to order through the Pharmacy can continue to do so). Over the next two months further guidance will be sent out to help prepare patients for this change.

**Talk by the East Midlands Ambulance Service.** We have been invited by the Heath Lane Surgery Patient Participation Group (PPG) to a talk given by the East Midlands Ambulance Service (EMAS). Topics will include the Lions Club Message in a Bottle, how patients can prepare for emergency visits and how useful paramedics find DNR documents. It will take place on Thursday, 6 June starting at 10.00am. The venue will be the David Herbert Room at the George Ward Centre, Barwell LE9 8DG. There is a large car park at the rear of the GWC approached by turning off Church Lane.

## Leicester Leicestershire and Rutland (LLR) Patient Survey Results - Thank You!

We would like to thank all patients who took the time to complete a feedback questionnaire as part of the LLR Patient Access Survey. The Integrated Care Board (ICB) received an amazing 739 responses from Desford Patients, which was the second highest number out of the 118 LLR Practices. Each practice has been ranked based on their survey results for each question. Our Practice, along with three others that form the Bosworth Primary Care Network (PCN), have been ranked No.1 out of all the PCNs in Leicester Leicestershire and Rutland.

These results are an amazing achievement, especially at a time when GP shortages across the country have led to some patients having to wait several weeks to access their GP. These results reflect all the hard work and dedication of the whole Desford Team. Thank you to all our patients for this feedback and continuing support.

### Results for Desford Medical Centre showing individual scores/rankings for each question:

The percentage figures refer to the number of positive answers (Very Good and Fairly Good) and the ranking out of the 118 practices that took part.

1) Thinking about the last time you contacted your GP practice, generally, how easy or difficult was it to get through to your GP practice on the phone?

<b>Desford Medical Centre</b>	<b>87% Good or Fairly Good</b>	<b>LLR Rank</b>	<b>8/118</b>
-------------------------------	--------------------------------	-----------------	--------------

2) How easy is it to use your GP practice's website to look for information or access services?

<b>Desford Medical Centre</b>	<b>86% Good or Fairly Good</b>	<b>LLR Rank</b>	<b>9/118</b>
-------------------------------	--------------------------------	-----------------	--------------

3) Were you satisfied with the appointment (or appointments) you were offered?

<b>Desford Medical Centre</b>	<b>91% Good or Fairly Good</b>	<b>LLR Rank</b>	<b>8/118</b>
-------------------------------	--------------------------------	-----------------	--------------

4) Overall, how would you describe your experience of making your last appointment?

<b>Desford Medical Centre</b>	<b>91% Good or Fairly Good</b>	<b>LLR Rank</b>	<b>8/118</b>
-------------------------------	--------------------------------	-----------------	--------------

5) Thinking about your last appointment, overall, how would you describe your experience of your GP practice?

<b>Desford Medical Centre</b>	<b>96% Good or Fairly Good</b>	<b>LLR Rank</b>	<b>4/118</b>
-------------------------------	--------------------------------	-----------------	--------------