**Hay Fever**

Moving into the Spring months for those who suffer with Hay Fever you may start to notice the return of your symptoms. You can help to manage this by keeping windows and doors shut and trying to avoid being around fresh flowers, cut grass etc. Wrap around sunglasses can help to prevent symptoms by stopping pollen entering your eyes and keeping the house vacuumed and dusted prevents pollen in the house.

Hay Fever can be managed via your local pharmacies and taking over-the-counter antihistamine.

**CQC Rating**

**At the end of December 2022, we received our CQC Rating of:**

**GOOD.**

**If you would like to see the full report, you can access this via our website.**

**Patient Participation Group**

Our Patient Participation Group are meeting every other month and each meeting we are seeing a good number of attendees, if you would like to join us please contact myself [abbie.brierley@nhs.net](mailto:abbie.brierley@nhs.net) or call the practice after 3pm.

**Contact Abbie to book onto our**

**PATIENT PARTICIPATION GROUP MEETING**

**Social Media**

Did you know we have recently re-activated our Facebook Page?

You can find us under the page ‘Frances Street Medical Centre’.

Each day you will find updates and information shared regarding general health and wellbeing. As we build our followers too you may be likely to see direct posts relating to the practice.

**Friends and Family Feedback and Google Reviews**

You may have recently noticed that after attending an appointment you will have received a link to leave feedback on how your experience went. We are very pleased to say that we are receiving a lot of positive comments that we are sharing with the whole team weekly.

* 77% of the feedback rates us in the category Very Good
* 15% of the feedback rates us in the category Good

This does leave a very small percentage rating us poor or very poor. Whilst we find it disappointing to receive ratings of this category, we do appreciate these comments and again the negatives are also shared with the team, so that we can all consider the thoughts of our patients, and this gives us area’s to look to improve on. We hope these patients can see we do reflect on their answers and that we all hope to improve their next experience.

Unfortunately, our google reviews do not reflect the feedback that we receive directly into the practice and would be extremely grateful for any patients willing to leave reviews online too. We are now also putting a summary of your results on our web page.

Spring 2023

Patient Participation Group Newsletter