

In the Waiting Room!

Patient News



A message from the partners:

We are thrilled to introduce the first edition of our patient newsletter, a new initiative designed to keep you informed and connected with all that's happening at Chastleton Medical Group. To keep our communication timely and relevant, we'll be reaching out with a new issue every four months. Each edition will bring you insights into service enhancements, staff updates, and more. Your support has been incredible, especially concerning the collective actions we've been undertaking to improve our services. Thank you for being an integral part of the Chastleton Medical Group community. We look forward to your feedback and are excited to embark on this new journey of patient engagement together.

Employee of the quarter goes to:

We would like to celebrate the hard work and efforts given to Chastleton medical group.

Steph



Important dates for the calendar

- 1st April COVID starts see below for more details.
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Practice updates.

1. The creation of another clinic room to help provide more service to our patients.
2. COVID - They now have confirmation of the Spring campaign cohorts and timings as below:

The eligible COVID-19 cohorts are:

- adults aged 75 years and over
- residents in a care home for older adults
- individuals aged 6 months and over who are immunosuppressed, as defined in [COVID-19: the green book, chapter 14a](#); Tables 3 and 4

We WILL be in contact closer to the time.

3. Learn more about the actions we're taking and how government funding impacts GP surgeries by clicking here. [GP campaigns](#)



DNA

| | |
|-----------|------------|
| September | 75 |
| October | 134 |
| November | 94 |
| December | 102 |

Calls handled

| | |
|-----------|--------------|
| September | 8665 |
| October | 10492 |
| November | 9871 |
| December | 8449 |



You asked, we did it

Addressing Your Feedback: Our Commitment to Improvement

1. Phone Lines

We understand the frustration that can come with busy phone lines. Here's what we're doing to improve the situation:

- **Enhanced Provider Cooperation:** We are continuously working with our phone service provider to enhance line functionality and efficiency.
- **Callback Feature Instructions:** Please NOTE this feature is **NOT** always available, **ONLY** when calls reach a specific threshold. To use the callback feature effectively:
 - **Press '1'** during the callback message **NOT** before or **after**, you only can do it once the message is on. *(Do you not have to wait until message read?? Seems confusing that you cant)do it once the message has finished otherwise how do you know what to press when???*
 - **Wait for the confirmation message** before disconnecting to ensure your request has been registered.
- **Staffing Updates:** We have increased our staff availability in the mornings when call volumes are typically higher. However, please note that call volumes can vary significantly from day to day.

2. Cancelling an Appointment

We aim to make appointment cancellations as hassle-free as possible with multiple options to suit your needs:

- **Text Message Link:** Use the link in your appointment reminder text to cancel directly.
- **NHS App:** Cancel your appointment through the convenience of the NHS App.
- **QR Code or Website:** Access our website or scan the QR code provided in our clinic for quick cancellation.
- **Phone:** As a last resort, you are always welcome to call us to cancel your appointment.

Chastleton Medical Group

Tel: 0191 384 6171

Opening hours:

Monday – Friday 08:30 am - 17.30 pm

Saturday & Sunday – Closed