

# Greenmoss Medical Centre

## News



Patient Newsletter edition 1: May 2023

### **Welcome**

Welcome to the first edition of our patient newsletter. We plan to publish a new edition every month to tell you about developments in the Practice and in the wider community which may be of interest to you.

### **Face to face appointments**

From April we are offering face to face routine appointments. When you contact Reception for an appointment you will be given the choice of face to face or telephone. Please don't be offended when the Receptionist asks you for information about the appointment, this is to ensure we direct you to the correct service and provide as much information as possible to the clinician, without this we will not be able to make you an appointment.

### **Reception**

There is now a bell at the Reception so that patients can alert a member of staff that they are waiting. Please be patient however as the Receptionist may be on the telephone to another patient. They know that you are waiting and will come to you as soon as possible. We've also added a screen at the Reception desk to create some privacy when you are talking to the Receptionist.

### **Improvements in the Waiting Room**

We have listened to patient comments and improved the look of the Waiting Room. We've tidied up the notice boards and included clear headings. We've introduced music so that you are not sitting waiting in silence. We're restarted the plasma tv screens with key health messages to read while you are waiting.

### **Telephone message**

If you have had to call the Practice recently you will know that the telephone message is very long when you are waiting to get through to a member of staff. We are pleased to say that this has been amended and its now a very short message and you then select the option you require.

### **Practice website**

Please check our website for updates to our services. The whole website is being updated during May so it will be easier to use.

### **Patient feedback**

We have a feedback box at the side of the Reception desk and after any appointment at Greenmoss you will receive a link to our survey. We welcome your constructive feedback as this helps us to improve our services.

## Patient Participation Group (PPG)

We have recently re-started our PPG. This is a group of patients who are keen to help us to develop our services for our patients. We have only had one meeting so far and already made a number of improvements to our website and telephone message as well as suggesting this newsletter. If you would like to join the group – meeting monthly, please contact our Reception.

## Defibrillator training

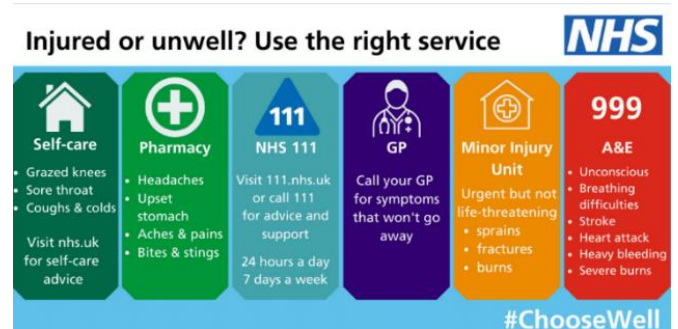
I am delighted to announce that one of our Patient Participation Panel members is also qualified to give defib training and he is offering a short training session on Tuesday 20<sup>th</sup> June 6.15pm – 7.15pm at Greenmoss Medical Centre. If you would like to attend please let Reception know or email [janet.weaver@nhs.net](mailto:janet.weaver@nhs.net) so that we can book you a place.

## Physiotherapist

We have a Physiotherapist working at the Practice on a Tuesday afternoon and all-day Thursday. If you are suffering with muscle or joint pain, the physio can help you manage or improve this. They can also help with pain relief, arrange any necessary investigations or refer you to a specialist if needed. Please ring or call in to book an appointment via our Reception.

## Getting to the right service

There are a number of steps you can take before making an appointment with the GP. Please consider this first before making an appointment:



## Dr Reynolds Retirement

Dr Liz Reynolds who has been with the Practice since 1993 will be retiring in early June 2023. Dr Reynolds has seen many changes in those 30 years, most notably the move into the new medical centre in Portland Drive in 2013 which she project managed.

We wish Dr Reynolds a very long, happy and healthy retirement.