

# Greenmoss Medical Centre

## News



Patient Newsletter edition 2: July 2023

### **Congratulations Greenmoss**

The Medical Centre is 10 years old this month.

### **Community events**

Thank you to everyone who participated in our recent Defibrillator familiarisation session and thank you to Joe Loughran for running the session.

Unfortunately, our dog walk had to be postponed as summer had finally arrived with a heatwave. This has been rescheduled for Saturday 15<sup>th</sup> July 11.15am starting at Greenmoss Medical Centre. Everyone is invited (even if you don't have a dog!)

### **Online access**

From 1<sup>st</sup> June 2023, you can view your patient record online. See our website for more details

### **Appointment times**

Please remember that your appointment time is 10 minutes. If you know that you need to see a Doctor for more than one problem, then please inform the receptionist of this when booking your appointment – it is becoming more apparent that patients are having to wait a long time to be seen for their appointment because some patients are taking up longer than the allocated 10 minutes.

### **Help us to help you**

We are extremely busy booking appointments in the morning and early afternoon. If you are ringing for a general enquiry e.g. test results, you may find it easier to get through to us in the afternoon.

If you are asked to bring in a sample (urine or stool) please collect an appropriate sample pot from reception to take home with you.

### **Staff training**

Just a reminder that the Practice will close one afternoon per month for staff training. The dates are displayed in the Waiting Room. It is important for staff to have this time together to update their skills and knowledge.

### **Patient feedback**

We welcome patient feedback and in addition to the survey you receive after an appointment, you can also leave a message in the Patient feedback box at Reception. We will respond to these comments with our "You said, we did" speech bubbles on the wall in the Waiting Room

## **Advanced Nurse Practitioner (ANP)**

We are looking to appoint an ANP to join our small team of GPs and Nurses.

ANPs are highly qualified nurses able to tackle a range of conditions and minor illnesses, such as joint problems, sore throats, ear infections, conjunctivitis, other eye problems, chest infections, asthma, chronic bronchitis, urine infections, incontinence, thrush, skin problems, rashes, spots, tummy ache, diarrhoea, constipation, indigestion. Although this might represent a change which some patients might not be used to, the introduction of an ANP into the service does bring some benefits to patients. There will be more appointments available and consequently shorter waiting times. The ANP will free up some time for GPs to deal with more complex cases and to maintain a degree of continuity with such patients.

Depending on your condition you may be offered an appointment with our ANP.

## **Waiting room displays**

The Patient Participation Group will set up a monthly display in the Waiting Room based around a health and wellbeing theme for that month. The first one for July will feature alcohol awareness.

## **Patient transport services**

Here is some information about transport services available to patients.

Hospital transport: this is provided by West Midlands Ambulance Trust. They cover Cheshire, The Wirral and Warrington and includes patients registered with GPs in these areas. You must meet the full criteria

to obtain this service. Contact 03454 250 050 or email [ptsenquiries@wmas.nhs.net](mailto:ptsenquiries@wmas.nhs.net)

Cheshire East Flexilink: available to patients with a disability and residents who are over 80 years of age or who live beyond the reach of other public transport. Journeys are £3 or free if you have a disabled bus pass or OAP bus pass. Journeys before 9.30am will need to be paid for £1.50 or more. All journeys must be prebooked. You need to register for this service. Contact 0300 123 5110 or email [FlexiLink@ansa.co.uk](mailto:FlexiLink@ansa.co.uk)

Alsager voluntary drivers: support patients who are elderly or vulnerable and unable to drive. They cover Alsager, Church Lawton, Rode Heath and Scholar Green areas. Contact 01270 876605. They are currently looking for volunteer drivers too.