

# Greenmoss Medical Centre

## News



Patient Newsletter edition 3: September 2023

### **Flu/covid vaccinations**

We are inviting eligible patients to come in for their flu and covid jab. All eligible patients will have been contacted by text or telephone to book an appointment. Clinics will be running on Saturdays and Tuesdays from late September.

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

In August we interviewed for an ANP and we're pleased to announce that we have successfully appointed to this position. More information in the next edition.

Please note that we are still short staffed at the moment but doing our best. Please bear with us and be patient.

### **Messages from the Practice**

We can now send messages to your NHS App rather than as a text message. Please download the NHS App and turn on notifications: <https://www.nhs.uk/nhs-app/msg-trial>. If the message isn't read within three hours, we'll send it by text too. You don't need to do anything if you wish to continue just having text messages.

### **Repeat prescriptions**

We are encouraging all patients to use the NHS app to order repeat prescriptions. Please follow this link to sign up to the app.

If you need support in doing this or setting up repeat prescriptions please ask at Reception <https://www.nhs.uk/nhs-app>

### **MacMillan Coffee Morning Friday 29<sup>th</sup> September 2023**

Our Patient Participation Group is hosting a coffee morning with all proceeds to MacMillan cancer charity. Staff are donating cakes for the event and patients are invited to call in for a drink and a cake (or a cake to take away) for a monetary donation.

### **Why do I have to give three days notice to get my prescription?**

We ask for three days-notice to ensure we have enough time to process the prescriptions.

On a Monday there are up to 200 prescription requests in paper form and online, which can equate to in excess of 1000 items to pick and dispense.

In addition to do this the staff have to unpack the order from the previous day and add all of the stock individually onto the computer.

Manual ordering of stock then has to be made for items not already in held here.

For "acute" prescriptions issued by the GP following an appointment, the three day wait is not applicable and these prescriptions could be taken immediately

to the dispensary when they would be issued while the patient waited (so long as the patient was within the dispensary boundary)

### **Dog walk**

Our next Greenmoss dog walk will be on Saturday 16<sup>th</sup> September at 11.15am. We will be walking from the Bleeding Wolf pub through the woods and back to the pub for coffee. We have permission to park. Please join us if you can, without or without a dog is fine!

### **Pink Hamper Raffle**

In October we will be supporting Breast Cancer Awareness month with a pink hamper raffle. The hampers can be viewed at the Reception and have been donated by Practice staff. Raffle tickets cost £1 each and all proceeds go to the Breast Cancer charity. The winning ticket/s will be drawn on Friday 27<sup>th</sup> October 2023.

### **It is quiet in the Waiting Room. Why can't I get an appointment?**

Although it may be quiet in the Waiting Room that doesn't mean we're not working. One of our four Partner GPs retired in June and extra sessions are being covered by the GP partners and locums. We are still offering a mix of telephone and face to face appointments.

There is also an NHS national initiative to train staff as "Care Navigators" which will help to direct patients to the most appropriate method of care, which may not be a GP appointment.

### **Annual GP survey results for 2023**

We are pleased to share with you the results from the national patient survey

2023. The data below shows the Greenmoss results and the national results for each question. 256 surveys were sent out and 113 were completed (46% response rate):

#### **Your local GP services**

85% find it easy to get through to this GP practice by phone

National result: 50%

86% find the receptionists at this GP practice helpful

National result: 82%

55% are satisfied with the general practice appointment times available

National result: 53%

38% usually get to see or speak to their preferred GP when they would like to

National result: 35%

#### **Making an appointment**

57% were offered a choice of appointment when they last tried to make a general practice appointment

National result: 59%

69% were satisfied with the appointment they were offered

National result: 72%

99% took the appointment they were offered

National result: 96%

63% describe their experience of making an appointment as good

National result: 54%

#### **Your last appointment**

90% were given a time for their last general practice appointment

National result: 91%

87% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment  
National result: 84%

85% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment  
National result: 85%

82% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment  
National result: 84%

69% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment  
National result: 81%

89% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment  
National result: 90%

93% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment  
National result: 93%

92% felt their needs were met during their last general practice appointment  
National result: 91%

National result: 65%

### Overall experience

72% describe their overall experience of this GP practice as good  
National result: 71%

### Your health

67% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)