

Greenmoss Medical Centre

News



Patient Newsletter edition 4: October/November 2023

MacMillan Coffee Morning Friday 29th September 2023

Our Patient Participation Group hosted a coffee morning with all proceeds to MacMillan cancer charity. Staff and PPG members donated cakes for the event and Kidsgrove Tesco supplied tea, coffee and milk. We raised £100 for the charity. Thank you to everyone for their generosity.



Advanced Nurse Practitioner (ANP)

Our Advanced Nurse Practitioner – Dequilla Jenkinson will be joining the Practice on 20th November 2023.

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, the introduction of an ANP into the team brings benefits to patients as 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.

Osteoporosis Awareness

The Waiting Room display for October is Osteoporosis Awareness and we have an online talk on this subject given by Dr Preeti Shah on Wednesday 8th November at 6.30pm. This is a **free** online presentation lasting for one hour. To join please register your interest by emailing Janet.weaver@nhs.net

We hope to offer more online talks throughout the year.

28 day Prescribing Policy

When you are being prescribed a repeat medicine your doctor prescribes enough of each medicine to last you for 28 days. 28-day prescribing is recognised by the NHS as making the best possible balance between patient convenience, good medical practice and minimal drug wastage. This policy is on our website at: [28 Day Prescribing Policy - Greenmoss Medical Centre](#)

Pink Hamper Raffle

We are supporting Breast Cancer Awareness month in October 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 27th October 2023.

Protected Learning Time

We have one afternoon every month where the Practice is closed to enable staff to undertake mandatory training or to meet as a team. The dates are advertised in the Waiting Room. With effect from October, the Practice will close from **1pm – 6.30pm** for these sessions i.e. the Practice will close for the day at 1pm – this includes the Dispensary. The dates for the remainder of the year are:

Tuesday 17th October 2023

Wednesday 15th November 2023

Care Navigators

Some of our Reception team are attending training in October on care navigation. Care Navigation offers the patient choice to access the most appropriate service first – this isn't always the GP. Care Navigators are not making clinical decisions but will

ask you questions to help signpost you to the correct service. Care navigation discussions are recorded on the patient record. Patients are also encouraged to think about self-care too so that patients have the skills, confidence and knowledge to care for themselves where appropriate.

Zero Tolerance Policy

The practice fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS and ensures that doctors and their staff have a right to care for others without fear of being attacked or abused.

We ask you to treat your doctors and their staff courteously and act reasonably at all times.