

# Greenmoss Medical Centre

## News



Patient Newsletter edition 7: February 2024

### **Closed for staff training**

Please note that the Practice is closed for staff training on Wednesday 14<sup>th</sup> February. The Surgery and Dispensary will close at 1pm for the rest of the day.

All GP practices are given time for staff training throughout the year. The Surgery will be closed between 1pm and 6.30pm on the following dates:

Tuesday 19<sup>th</sup> March 2024  
Tuesday 9<sup>th</sup> April 2024  
Wednesday 15<sup>th</sup> May 2024  
Tuesday 4<sup>th</sup> June 2024  
Wednesday 17<sup>th</sup> July 2024  
Tuesday 3<sup>rd</sup> September 2024  
Wednesday 16<sup>th</sup> October 2024  
Tuesday 5<sup>th</sup> November 2024

These dates are also advertised in the waiting room.

### **New telephone system**

Our new telephone system will go live on Wednesday 28<sup>th</sup> February 2024. Our telephone number will remain the same. One major feature that you may notice is that if you are in a queue waiting for us to answer, there will be an option for you to hang up and the system will call you back at the point where you would have been the first in the queue. The system will also automatically call up the medical system we use if you are calling from the phone number we have registered for you so we'll

know immediately who is calling and have your information to hand. We will of course ask a few security questions before giving out any information.

Please be aware that there will be some disruption to our service on the day of installation and obviously for the subsequent few days as we will be getting used to the new system so please bear with us.

### **Wonders of wool**

Carol, one of our Patient Participation Group members, is championing a new initiative at Greenmoss. We are knitting items for premature babies at the local hospitals (see display in the Waiting Room). If you are interested, please ask for a pack at Reception – knitting needles, wool and patterns. We are also taking donations of wool if you would prefer to do this – please drop off any wool balls at Reception. Carol is keen to teach knitting if anyone is interested and will be running a session at Greenmoss – date to be confirmed. Children (accompanied) and adults welcome to attend.

### **Health Talk**

Thank you to those of you who joined us for the recent Men's Health talk. The recording is now available via our website or via the attached YouTube link <https://youtu.be/cOsoppVXGiM>

The recording from the Menopause talk on 31.1.24 will be available soon.

We are arranging more talks for March and April – information to follow.

### **Flooring**

You may have noticed some signs in the building reminding patients to be careful in areas where the floor is damaged. We are working with contractors and hope to have them on site in April 2024 to fix the problem. It's quite widespread on the ground floor and the work will be carried out over a number of weekends. Hopefully disruption during the weekdays will be minimised but please be aware that some areas may be cordoned off at times.

### **SAD (Seasonal Affective Disorder)**

Seasonal Affective Disorder (SAD) is a type of depression that has a seasonal pattern, the episodes of depression tend to occur at the same time each year, usually during the winter months. As with other types of depression, two of the main symptoms of SAD are a low mood and lack of interest in life. You can also have low energy, have problems sleeping, crave carbohydrates, have difficulty concentrating and have thoughts of not wanting to live. To help control sadness you can write a journal, listen to music, or spend some time with friends/family.

Symptoms can last between 4-5 months per year. You should not brush off that yearly feeling as simply a case of the "Winter Blues" that you must tough out on your own, take steps to keep your mood and motivation steady throughout the year. Our Social Prescriber may be able to help, contact the surgery if you would like an appointment.

### **One issue per appointment**

We understand that patients may want to discuss several issues in a single appointment. However our decision to limit each appointment to a single issue is primarily driven by a commitment to patient safety and the efficient allocation of healthcare resources.

**Patient safety:** by focusing on one issue at a time, we can thoroughly assess and address that concern, reducing the risk of overlooking critical medical details or providing inadequate treatment.

**Time efficiency:** dealing with multiple issues within a single appointment can lead to rushed consultations, insufficient time for a comprehensive examination and increased chances of medical errors.

**Preventing delays:** addressing multiple issues can often lead to significant delays for subsequent patients.

### **Thinking about seeing a private GP?**

We recognise due to current pressures in the NHS that patients are increasingly looking at private providers.

If you choose to go to a private GP, you should have any diagnostic tests or any referrals via the private GP rather than coming back to the NHS service.

### **Patient transport services**

Services available to our patients:

**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.

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)