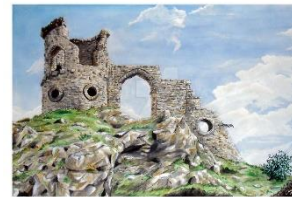


Greenmoss Medical Centre

News



Patient Newsletter edition 10: May 2024

Community pop-up stands

We are very pleased to let you know that every Tuesday 10am – 12noon we are hosting a pop-up stand from community support organisation in our Waiting Room. These organisations provide information and guidance on a range of topics for patients to drop-in and find out more. There is no need to book, just call in.

The schedule for May is:

| | |
|------------------------------|----------------|
| Tuesday 7 th May | Slimming World |
| Tuesday 14 th May | Home Instead |
| Tuesday 21 st May | Helping Hand |
| Tuesday 28 th May | Ableworld |

We also have a return visit from the Citizen's Advice on Friday 3rd May 10-12noon.

Patient feedback

After your appointment you automatically receive a short questionnaire to complete. It is important that we get your feedback so that we can continue to do the good things and improve on the not-so-good things. Whilst anonymous feedback is still useful, adding your name enables us to contact you to find out a bit more information. It also gives us an opportunity to provide an explanation if something hasn't gone as well as you would have liked. We have a feedback box on the

Reception desk if you want to leave a comment there too.

GP Contract 2024/2025

We have received information from the NHS about the contract for this year. The themes continue from last year:

Empowering patients

- Enabling patients to view their medical records online. We went live with this last summer.
- Online ordering of repeat prescriptions. We regularly promote this.
- Ability to book appointments online e.g. the recent Covid Clinics were sent out with a link to book an appointment direct without having to call the Practice.

Implementing Modern General Practice Access

- We went live with our new telephone system in March 2024 which provides patients with the option of a call back rather than waiting in a queue.
- We continue to develop our care navigation by signposting you to the most appropriate service. We also have an Advanced Nurse Practitioner who will triage appointment requests. Again with the aim of getting patients the

most appropriate appointment as quickly as possible.

Building capacity in our workforce

- We have a new three year strategy for the Practice (more later) which includes succession planning and sustainability of the Practice

Cutting bureaucracy

- There is a lot of work underway in the NHS to improve the referral processes between primary (GPs) and secondary (hospitals and specialists) care.

Research study

Greenmoss has joined a national study looking at certain viruses with the aim to learn more about these and how to help prevent them.

We are asking patients who come to see us with a chest or respiratory problem if we can take a swab which we then send off to the research company. The results help the researchers understand more about different types of virus and as a patient you will receive the results from the swab so that you have more information about your condition. This is completely voluntary.

Car park

Can we remind patients that the car park is for patients coming in to the Practice. The top car park should not be used by parents dropping off or picking up children from the local school. We have limited spaces and it is not fair to our patients. The bottom car park is currently available for parents to use.

Telephone system

We would love your feedback about the new telephone system. If you have any comments – good or bad – please send them to janet.weaver@nhs.net

Closed for staff training

Please note that the Practice is closed for staff training on Wednesday 15th May 2024 - the Surgery and Dispensary will close at 1pm for the rest of the day. Opening again the following morning.

All GP practices are given time for staff training throughout the year, future dates are:

Tuesday 4th June 2024

Wednesday 17th July 2024

Tuesday 3rd September 2024

Wednesday 16th October 2024

Tuesday 5th November 2024

Repeat prescriptions

Just a reminder that we are closed on all bank holidays throughout the year. Please request your repeat prescriptions well in advance and always give at least three working days notice.

Online health talks

Recordings of all online health talks are available from the front page of our website

www.greenmossmedicalcentre.nhs.uk

Dog walk

Our next dog walk is on Saturday 18th May 10.30am, meeting at Greenmoss.

Knitting

Thank you to everyone who knitted for the premature babies – these were very well received by the hospitals.

As mentioned in the last Newsletter, our next knitting project is Twiddle muffs – we have patterns at the Reception desk with an example of what one is and the items which can be added.

We have also been asked to knit hats for babies who are having to stay in hospital. Again, patterns are available at the Reception desk.

Surgery Snippets

As Bank Holidays and better weather are hopefully upon us, here are some healthier option BBQ and picnic recipes:

[BBQ and picnic recipes - Healthier Families - NHS \(www.nhs.uk\)](#)

Some ideas too from the British Heart Foundation

[How to have a healthy barbecue - Heart Matters - BHF](#)