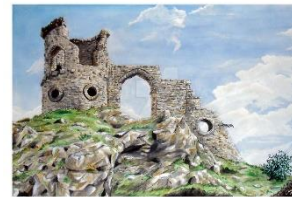


# Greenmoss Medical Centre

## News



Patient Newsletter edition 13: August 2024

### Practice Nurse

We are very pleased to announce that our new Practice Nurse – Victoria Malkin - joins us from Tuesday 13<sup>th</sup> August. Vicki is a very experienced nurse and will be with us on a Tuesday morning, all day Thursday and all day Friday. We look forward to welcoming Vicki to Greenmoss.

### Goodbye

We said goodbye in July to Julie, one of our Medical Secretaries. Julie is also one of our longest serving members of staff, having worked at the Practice for 33 years. We wish Julie a long and happy retirement.

### Defibrillator awareness

Patients and guests were treated to a lively session with Joe Loughran (one of our Patient panel members and our local First Responder) on defib awareness. Thanks, Joe, for an informative, hands-on session.



At the event we were asked about children and baby CPR training. This is not

something we offer but we have spoken with the St Johns Ambulance training team and they have a set of FREE online courses relating to family first aid which covers this topic. You can also find St Johns CPR video links on YouTube – search for “infant CPR St Johns Ambulance”, or to access the online training:

1. Search on the internet for [etraining.sja.org.uk](http://etraining.sja.org.uk) this takes you to the St Johns training page.
2. You will be asked to register – this is quite straightforward, and you will receive an email to log in.
3. From the list of courses, click on “first aid”

Welcome to St John Ambulance eTraining

Please select a category from below



Blended learning  
& Pre-course reading



Mental Health



Health and Safety



Compliance



First Aid



Personal Development

4. You will see three courses which are “green” free modules. These are: every day first aid, family first aid and emergency first aid. Click on the links to access the course. “family first aid” includes short videos about giving CPR to children and babies
5. Click “enter” to access the various modules

We hope you find this useful.

### **Dog walk**

Our next monthly dog walk will be on Saturday 10<sup>th</sup> August, leaving Greenmoss at 11am. Please come along if you fancy a walk, with or without a dog.

### **Bank holiday**

Please note that we are closed for the late summer bank holiday on Monday 26<sup>th</sup> August.

### **Community pop-up stands**

Every Tuesday between 10am and 12noon we host a pop-up stand in the waiting room from a community support organisation. These organisations provide information and guidance on a range of topics for patients to drop-in and find out more.

### **Closed for staff training**

Please note that the Practice is closed for staff training on Tuesday 3<sup>rd</sup> September 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:

Wednesday 16<sup>th</sup> October 2024

Tuesday 5<sup>th</sup> November 2024

### **Next of kin**

In the event of a medical emergency it's helpful to have up to date information so that we can contact your family when needed. When you have an appointment, please check that we have the correct details of your next of kin. You may also like to complete a carer's or supporter's form – please ask at Reception.

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

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

### **Connect with us**

Our website has a lot of information about our services and the wider NHS services, [www.greenmossmedicalcentre@nhs.uk](http://www.greenmossmedicalcentre@nhs.uk)

You will also find recordings of all the previous online health talks from our website front page link.

We also have a Facebook presence where you can find updates from the Practice and from the NHS. Please follow us at Greenmoss Medical Centre.

### **Your smalls can make a big difference**

We are collecting old/unwanted bras (in reasonable condition) which can be donated to ladies in Africa. These help to keep these ladies safer as they are considered more respectable and less likely to be the subject of abuse. We have a collection box in our Waiting Room, please bring in your bras and lets help to make a difference.



# Surgery Statistics

We're working hard to keep you well. In June 2024:

- 51% of appointments were on the day (urgent) appointments
- 62% of appointments were face to face
- The average time from booking to being seen was 8.2 days
- The average time spent in the waiting room was 4 minutes
- 2,216 appointments were attended
- 50 appointments were missed
- 2573 telephone calls were received and the average queue time was 1 minute