

# Merepark Medical Centre Newsletter

## Opening Times:

Monday: 0800 – 1830  
 Tuesday – Friday: 0800 – 2000  
 Saturday: 0900 – 1400 (once a month)  
 Sunday: Closed

## Contact Information:

Tel: 01270 275600  
[contact.merepark@nhs.net](mailto:contact.merepark@nhs.net)

## August Awareness Dates

- 1<sup>st</sup> – Cycle to Work Day
- 1<sup>st</sup> – 7<sup>th</sup> – World Breastfeeding Awareness Week
- 1<sup>st</sup> – 17<sup>th</sup> – South Asian Heritage Month
- 1<sup>st</sup> – 31<sup>st</sup> – Hair Loss Awareness Month
- 1<sup>st</sup> – 31<sup>st</sup> – Psoriasis Action Month
- 8<sup>th</sup> – The Big Tea

## NEWS

**On the 8<sup>th</sup> of August Merepark is hosting our Big Tea Event!** The event will take place in Merepark's waiting room from 9am. Staff are bringing in homemade cakes, and there will be a game for patients and others to participate in. The aim of the Big Tea is to raise money for Breast Cancer, as well as to celebrate the hard work that the NHS staff put in every day. So please, come and say hi!



Merepark Medical Centre are now registered for the Royal College of General Practitioners and Marie Curie Daffodil Standards. The Daffodil Standards provide GP clinics with an evidence-based framework to "help practices self-assess and to consistently offer the best end of life and bereavement care for patients." Look out for our future updates on this work!

## Merepark in Focus... Quarterly

### In July we...

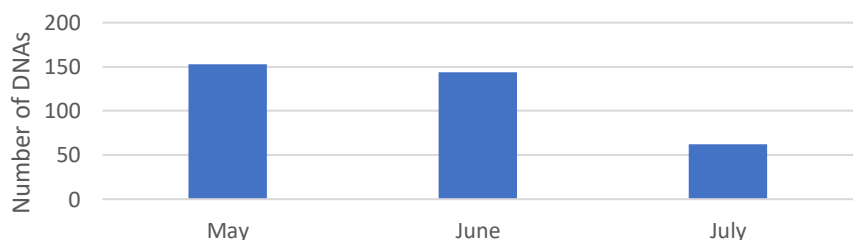
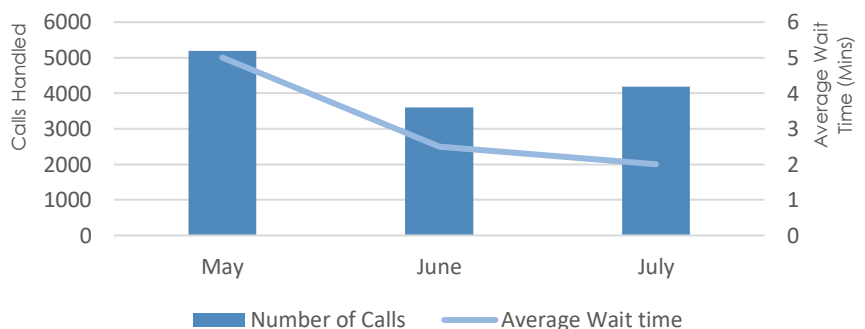
- Handled **4185** phone calls
- Had an average call queue time of **3 minutes**, a longest queue time of **12 minutes** (between 8:00am and 8:10am)

### We offered...

- **959** ANP (54% booked) and GP (86% booked) planned appointments
- **764** Same Day ANP (81% booked) and GP (80% booked) appointments

### We had...

- **A total of 62 missed appointments, resulting in 15.5 hours of wasted practitioner time, costing an estimated £1800!**



# Merepark Go Green – **green**impact

Merepark Medical Centre are dedicated to delivering a high-quality service in the most environmentally friendly and sustainable way. Currently, the NHS contributes **4-5%** of the UK's carbon footprint. In 2020, Merepark acknowledged the climate crisis facing us, and declared a climate emergency. To reduce our carbon footprint, and to assist the NHS in becoming a carbon neutral organisation, we committed to the **Green Impact for Health** programme; a scheme established to help GP clinics reduce their environmental impact, and to adapt to the risks of climate change.

### Here are some things Merepark have done...

- Embedded sustainability into our governance structure.
- Swapped to LED lighting instead of filament bulbs..
- Switched to email and text messaging services to contact patients.
- Reduced the amount of single-use plastics in the practice.
- Reduced our medical waste.
- Reduced our paper waste.
- Moved to a sustainable energy supplier.

### Here are some things that Merepark is working on...

- Started to work with patients to develop new social prescription events and activities.
- Working with patients to improve on the green space around the practice.

**If you would like to suggest how Merepark could further reduce our carbon footprint, please contact the practice on: 01270275600; via the patient experience email address: n81111.patientexperience@nhs.net; or by scanning the QR code with your mobile phone or tablet camera.**



## PATIENT PARTICIPATION GROUP



In the last newsletter we made mention that the PPG will be undertaking a series of patient surveys to assist us to be the genuine collective voice of Merepark patients. The first of these will take place in the very near future and will help your PPG decide on its priorities in how we help you.

Your PPG is very aware that good communication is vital. As such we are working with the Practice to develop a bespoke PPG element of the Merepark website (please watch this space!), as well as having created a pamphlet for PPG information that can be found throughout the practice.

Please do come and support the Breast Cancer Big Tea mentioned in this newsletter. Not only will you be supporting a vital cause, but you will also be able to meet and chat with some of your PPG members and find out more of what we and the practice are up to on your behalf.

All best wishes from Your PPG Chairperson, Paul Bayliss, and other PPG members.

**If you would like to join the PPG or otherwise help it, please get in touch via the practice, on 01270275600, or by our email: [mmcpatientparticipationgroup@gmail.com](mailto:mmcpatientparticipationgroup@gmail.com)**