

# Merepark Medical Centre Newsletter



Merry Christmas and a Happy New Year!

Welcome to Merepark's monthly newsletter where we share important practice-related information, as well as other news about what the team have been up to!

## Contact Information:

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

## Opening Times:

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

## CHRISTMAS AND NEW YEARS' OPENING TIMES

Please see below Merepark's opening time during the Christmas period. Please note that Merepark will be operating our normal opening hours for all other dates not listed here.

### Christmas Opening Times

Monday 23rd December 0800–2000  
Tuesday 24th December 0800–1830  
Wednesday 25th December **CLOSED**  
Thursday 26th December **CLOSED**  
Friday 27th December 0800–2000

### New Year Opening Times

Monday 30th December 0800–2000  
Tuesday 31st December 0800–1830  
Wednesday 1st January **CLOSED**  
Thursday 2nd January 0800–2000  
Friday 3rd January 0800–2000

## Merepark go Platinum

Merepark have been awarded the **Platinum Award** for the Green Impact for Health Scheme. Green Impact For Health puts a focus on linking public health care to the environment, and encourages GP practices to take steps to mitigate their environmental impact. Of the practices who participated in the scheme in 2024, Merepark was ranked **6<sup>th</sup> out of 184** for our work. We plan to continue our 'Green' trajectory, so if you have suggestions on how we could make further changes, or if you wish to know what we are doing currently, please ask a member of staff, for Merepark's Sustainability Lead.



## Merepark Take the Plunge!

This December, three Merepark staff are taking to the cold waters in aid of charity. Denise Smith, Merepark's Practice Manager, Dr Rhys, and Dr Zargham, are all completing the '12 Dips of Christmas' challenge. This involves taking on a cold-water dip, ice bucket or cold shower for 12 days in December in support of Cancer Research UK. Should you wish to show your support or donate, then please speak to a member of the MMC staff.

## Ocean Empower

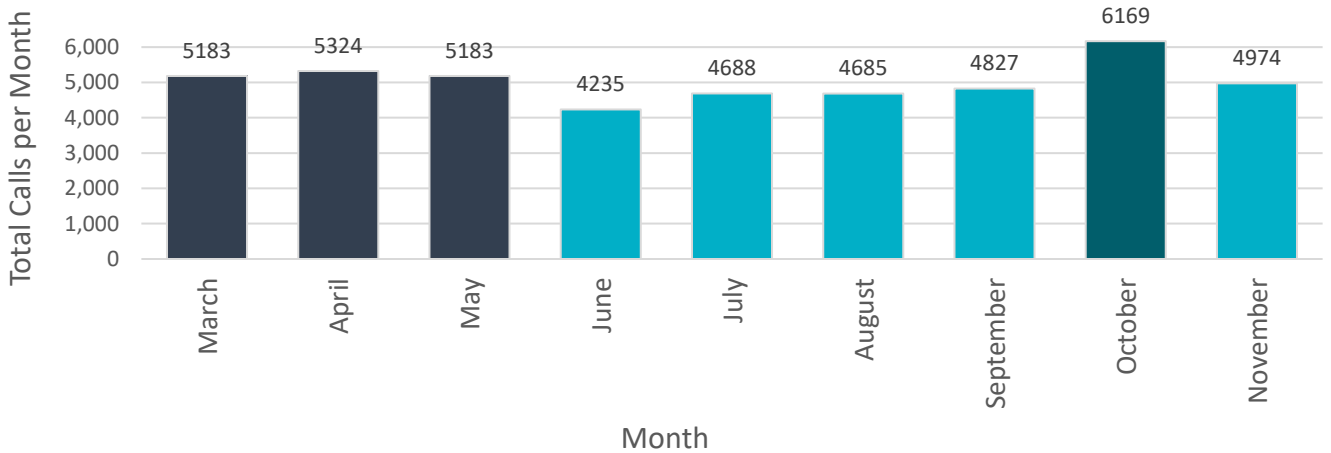
The Ocean Empower Team are soon to set sail on their massive 3000-mile trip across the Atlantic Ocean, in aid of mental health charities. We at Merepark wish the Ocean Empower Team the best of luck, and hope that their journey is smooth sailing!



# Merepark in Focus 2024

In March of 2024 Merepark upgraded our telephony system in accordance with NHS England’s guidance. This allows Merepark to collect data on how our patients use our telephony service, showing us how long we spend on the phone with you, when the most people call into the practice, and much more. As we reach the end of the year, we thought we would show how our new telephony system has been used! Below, you can see a graph showing the number of calls received each month, from March until November. In this time, we took 45362 calls (averaging 5029 calls a month!), had an average queue time of less than five minutes, and spent an average of five minutes on the phone to our patients per call.

Total Calls Handled by Merepark Medical Centre



## Merepark offers free NHS Wi-Fi to our patients.



If you require any assistance, please speak to a member of staff

## PATIENT PARTICIPATION GROUP

Merepark's PPG are always looking for new members. If you, or someone you know, are interested in joining then please get in touch using the information below.

We are a friendly group of people, who want to give back to the practice and to help to improve it.

**If you would like to join the PPG or otherwise support us, please get in touch via the practice, on 01270275600, or by our email:**

**[mmcpatientparticipationgroup@gmail.com](mailto:mmcpatientparticipationgroup@gmail.com)**