

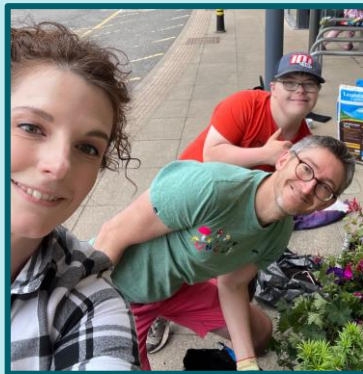
Merepark Medical Centre Newsletter

Welcome to Merepark's new monthly newsletter. We will be sharing important practice-related information, as well as other news about what the team have been up to!

NEWS

A Big Green Thumbs-Up

At the start of July Dr Rhys and Dr Richardson worked together with one of Merepark's patients to refresh the planter outside of the practice. Dr Rhys selected a range of 'hardy' plants such as dahlias, geraniums, and petunias. At Merepark we understand the importance of nature and green spaces on our health and wellbeing. Dr Rhys said, "The impact of nature on our physical and mental health is very important. Spending even a short amount of time outside in nature, or getting stuck in planting a planter, has so many upsides – reducing stress and anxiety, as well as helping to keep active." Keep an eye out to see the flowers blossom. And a big thank you to our patient for the help!



Contact Information:
Tel: 01270 275600
contact.merepark@nhs.net

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

July Awareness Dates

1–7th Alcohol Awareness Week
3rd – National Bereaved Parents Day
11th – World Population Day
18th–31st – South Asian Heritage Month
24th Samaritans Awareness Day
#TalkToUs
1st–31st – Group B Strep Support
1st–31st – Hyperpigmentation/Melasma Awareness
1st–31st – UV Safety
1st–31st – Good Care Month

Merepark in Focus

In June we...

- Handled **3604** phone calls
- Had an average call queue time of **two and a half minutes**
- Had a longest queue time of 11 minutes (between 8:00am and 8:10am)

We offered...

- 1048 ANP (60% booked) and GP (94% booked) planned appointments
- 845 Same Day ANP (88% booked) and GP (91% booked) appointments

We had...

- **A total of 144 missed appointments, resulting in 40 hours of wasted practitioner time! This costs an estimate of £4,255.**

New Staff!

We would like to welcome two new staff members to the Merepark Team. Molly and Sarah will be joining the Health Care Navigation Team this month.

One Million Step Challenge

Having smashed her challenge in May (walking 100 miles for Cancer Research UK), our Practice Manager, Denise, is now walking 500 miles to support Diabetes UK! The challenge runs from the 1st of July until the 30th of September, meaning that Denise has to walk roughly 10,000 steps each day. Please join us in wishing her good luck.

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

Ocean Empower Atlantic Row team visit Merepark

Merepark were pleased to have the Ocean Empower Atlantic Row team visiting us at the beginning of July. Ocean Empower are rowing 3000 miles across the Atlantic Ocean – taking up to 65 days! – to raise awareness of mental health, and to raise money for mental health charities.

Bowel Study

Merepark have signed up to a study for patients with diarrhoea and/or vomiting symptoms. Patients who are suitable for the study will be contacted on their phone via text message. The study is entirely voluntary. If you would like to know more, please get in touch.

Asthma + Lung UK May Hula Hoop Challenge

In May, one of our Health Care Assistants took part in the May Hula Hoop Challenge, put on by Asthma + Lung UK. Asthma + Lung UK support those with lung conditions, and are on a mission to improve lung health across the UK. To support the charity Marie hula-hooped for 15 minutes every day in May, raising £410 in the process.

**PATIENT PARTICIPATION GROUP**

As the patients' representative body, it helps us to know what you think of the practice – what is done well, and not so well. Over the past few years, especially since Covid, much has changed. The practice has had to alter the way it works, and the financial situation has grown ever tighter. The continuing evolution of the practice and the environment in which it operates demands that communication between practice and patient is strengthened, and the understanding of patient expectation maximised. **For the rest of 2024 and beyond, we will be taking themed surveys of the patient body.** To do this, PPG members will be engaging with patients in the waiting area. The PPG recognise that it is essential that any findings from these surveys is communicated not only to the practice but also back to the patients. We will do this via publication of reports on the website, via this newsletter, and also by a “*You said, we did*” section on a new PPG noticeboard that will be in the patient waiting area.

Help us to help you

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