

Merepark Medical Centre Newsletter

Welcome to the first issue of 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!

— PRACTICE MANAGER —

Hello, I am Denise, the Practice Manager at Merepark Medical Centre.

I have over 21 years of healthcare management experience within general practice. Prior to working in primary care, I worked



in the banking industry for 10 years. I have a deep-rooted passion for teamwork and leadership, and one of my strongest beliefs is that communication and building relationships are the key to achieving ongoing success. In May, I undertook the challenge of walking 100 miles over the course of the month in aid of Cancer Research UK, raising £510, thanks to many kind donations. In taking part in the challenge, I discovered the importance of walking, and the positive impact it had on my wellbeing. No matter how long my day had been or how stressed I was, I was always able to find time to get out and walk, enjoying the fresh air, the weather – come rain or shine! – and the nature. I walked just over 5 kilometres (sometimes even more!) each day, and I would highly recommend giving this challenge a try to anyone who is interested. I will be completing my next 100 miles throughout the month of June. A huge thank you to those who generously donated and offered their support along the way.

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

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

Merepark in Focus

In May we...

- Handled **5183** phone calls
- Had an average call queue time of **five minutes**
- Had a longest queue time of 15 minutes (between 8:00am and 8:10am)

We offered...

- 985 ANP (66% booked) and GP (91% booked) planned appointments
- 778 Same Day ANP (94% booked) and GP (95% booked) appointments

We had...

- A total of **153 missed appointments**, resulting in 40 hours of wasted practitioner time! This costs an estimate of £4,600.

Car Parking

Merepark recognise the parking issues at the health centre. To relieve parking pressures, Merepark staff are parking on the 13 Club car park. Please note, this car park is not available for patients.

Merepark Social Prescription Event

In April Merepark held its first Social Prescription Event. Patients were invited to plant wildflower seeds in our car park borders. Wildflowers provide bees, butterflies, and other pollinators with food, boosting native wildlife biodiversity. The event was led by Antony Cook, of the Alsager Urban Wildlife Initiative, who promote wildlife in and around Alsager. A big thank you to the patients for their time, and to Antony Cook and his team who kindly donated the seeds. We hope to see some flowers soon! **If you need support with your financial, housing, or employment situation, or your mental or physical health concerns, then please get in touch to arrange an appointment with our Social Prescriber.**



Meet the Staff

Jo Cooke is Merepark's Care Coordinator. Her role is to support nursing/residential homes to care for those living dementia, helping with medication needs and offering emotional support. This care is person-centred, enabling family carers and other multidisciplinary teams to provide a care plan specific to each individual. Jo is pictured with a 'forget-me-not' flower, which she describes as "a small blue flower that symbolises remembrance and enduring love. The perfect flower to represent Dementia."



PATIENT PARTICIPATION GROUP



Hello, I am Paul Bayliss, the Chair of the Patient Participation Group (PPG) for Merepark Medical Centre. I moved to Alsager in 2022 and joined the PPG in 2023. In December 2023, I was invited by other PPG members to facilitate and lead the Group. The purpose of the PPG is to function as a critical friend of the practice, contributing to the improvement of the patient experience, helping to identify where things can be bettered from the patient's perspective, and to contribute to the practice's evolution as we face the challenges of the future together. A key first step in achieving this is through constructive communication between patients and Merepark. The challenges facing primary health care are significant and varied, and the role of the PPG is important in working with the practice to help overcome these in a positive way. We are a friendly group who care about Merepark whilst having fun and enjoying what we do. **If you would like to join, please get in touch via the practice on: 01270275600; or by our email: mmcpatientparticipationgroup@gmail.com.**

Merepark Medical Centre In Focus

– May 2024



We handled 5138
phone calls in the
month of May

We had an
average queue
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minutes

