

Cedars Medical Centre



March 2025

Welcome to the 4th issue of our surgery's newsletter

Medical Students

Surgery continues to support Medical Students training from Keele University and Manchester University on a regular basis.

Practice Nurse

Welcome to Nurse Joanna who joined the Nursing Team in January 2025. Joanna qualified in 2018 at Keele University and previously worked at Royal Stoke hospital.

DNA appointments – January 2025

During January surgery experienced an extremely high rate of patients not attending their appointments (DNA = did not attend). It is difficult to put a specific figure on what this costs surgery, but you will see from the numbers below how big the issue is becoming.

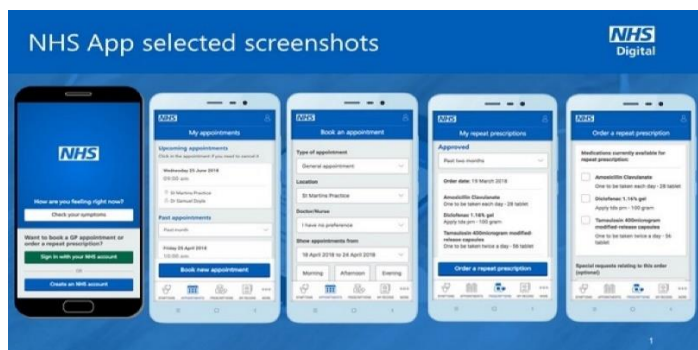
- January GP Appts DNA = **80 appointments**
- January Nurse & HCA DNA = **63 appointments**
- January Phlebotomist DNA = **70 appointments**

Surgery encourages patients to try to provide at least 24 hours' notice when cancelling an appointment – however, we know this is not always possible. If you cannot call surgery, or the wait times are high, you can cancel appointments using patient access / NHS App and My GP app – this will enable another patient to use your appointment time slot.



NHS APP

The NHS App gives you a simple and secure way to access a range of NHS services. You must be aged 13 or over to use the NHS App. Examples of what you can access are: ordering repeat prescriptions and nominating a pharmacy where you would like to collect them from / book and manage appointments / view your GP health records to see information like your allergies and medicines etc.



Cedars Medical Centre Facebook

Why not sign up to our Facebook page and receive regular updates on what surgery is doing. Come and join our "Community On-line Team".



Friends and Family Feedback

We have listed below a few feedback comments from patients who visited surgery during **January 2025**:

- Great staff, short waiting time.
- Prompt action from the ANP helped with the care needed at the hospital.
- Pharmacist was thorough.
- Great informative advice and direction.
- Did what was needed, answered questions, gave me health figures in writing.
- My appointment was on time, the nurse giving the flu jab was very approachable, friendly and professional. I never felt the injection.
- Really appreciate the practice accommodating me for my covid jab.
- Our concerns were listened to and addressed. The procedure was carried out professionally.
- Appointment to see GP offered next day. GP took time to explain results of CT scan, was reassuring and also made appropriate referrals, showing care and consideration of my needs.
- The staff I met were pleasant and took her time in explaining the issue. It helps a lot.
- On time. Empathetic and caring. Excellent in every way.
- Superb level of patient care - far beyond what I expected.
- Efficient and friendly. What more could you ask for.
- The receptionist went above and beyond to help me today and Dr was very sympathetic and listened to my symptoms. I'm very satisfied with my visit today. Thank you Cedars.
- Doctor listened sympathetically and provided solutions.
- Excellent staff, amazing and helpful and was not rushed by the doctor / had a really good consultation.
- The nurse was absolutely fantastic! She was so reassuring, so knowledgeable and was amazing with my little girl for her 12-month injections. Also amazing with me too, being overwhelmed and a little upset at the process.
- Easy check in, appointment on time and friendly - professional service.
- Just excellent service - thank you.
- Pleasant, friendly, very helpful.

Bowel Screening

We are supporting a campaign to encourage more of our patients to do their free NHS bowel cancer screening home test, which checks if you could have bowel cancer.

Patients who are the right age (50 to 74) are sent a free NHS FIT (Faecal Immunochemical Test) kit every two years. You use it to collect a small sample of poo and post it back to an NHS lab.

Screening can help prevent bowel cancer and finding it at an early stage when it is easier to treat. Patients who complete their screening are 25% less likely to die of bowel cancer. The kits are for people with no symptoms and most people get the all-clear.

If you received a kit and for one reason or another did not participate and return it, you can phone the **BOWEL CANCER SCREENING PROGRAMME** on **0800 707 6060** and a new kit can be posted out to you.

For more information - nhs.uk/bowelscreening



The poster features the NHS logo and the text 'HM Government' in the top left corner. The main title 'Life Saving Poo' is written in a large, white, cursive font, with a roll of toilet paper at the bottom left. Below the title, the text 'The bowel cancer screening kit can save your life' is written in a bold, green, sans-serif font. Underneath this, the text 'Just a tiny sample detects signs of cancer before you notice anything wrong.' is written in a smaller, black, sans-serif font. At the bottom, the text 'If you're sent a kit, put it by the loo. Don't put it off.' is written in a bold, black, sans-serif font, followed by the URL 'nhs.uk/bowel-screening' in a green, sans-serif font.

Dementia – Patient Event

The Dementia – Patient Event took place on Tuesday 28th January at surgery. Kath Reader an Alzheimer's Dementia Friends Ambassador delivered support and advice on information available on prevention symptoms / living with dementia / being a carer etc. Our very own Dr Goodwin was also available to answer questions from a GP's perspective. Thank you to everyone who attended.



Arthritis Health Event

We will be holding an **Arthritis Health Event** on **Monday 24th March** at surgery from **6.30-8pm**. This event is our third event and is being led by expert Consultant Dr Menon - Consultant Rheumatologist (delivered by Nuffield Health North Staffordshire Hospital). We will be discussing causes, symptoms, treatment and prevention. Places are limited and will be allocated on a first come basis – please contact surgery to reserve a place.



Join us at our Arthritis patient event delivered by Nuffield Health North Staffordshire Hospital.

Expert Consultant Rheumatologist, Dr Menon will provide you with the latest information and advice on living with arthritis; causes, symptoms, treatment & prevention.

This event is a fantastic opportunity to get your questions answered by an expert. Booking is essential due to high demand and limited capacity.

Reserve your spot now to ensure you do not miss out.

Email: contactcedars@nhs.net
or call: Michaela on 01270 443080.

Cedars Medical Centre
Sandbach Road, Alsager, ST7 2LJ

Breast Cancer Awareness

Breast cancer can cause a number of signs and symptoms. It is important to get used to checking your breasts regularly and being aware of anything that is new or different for you individually. Please call surgery if you need any further support.

What are the signs and symptoms of breast cancer?



A change in the size, outline or shape of your breast



Changes in your skin such as puckering, dimpling, colour or a rash



A new lump, thickening or bumpy area in one breast or armpit



Swelling in your armpit, collarbone or breasts



A discharge of fluid from either of your nipples



Any change in nipple position (pulled in or pointing differently)



An eczema-like rash, crusting, scaly, itching or redness on or around the nipple



See a GP if you notice any changes

NHS Breast Screening Team

To raise awareness and the importance of Breast Screening - Sarah from the NHS Breast Screening Team came into surgery in February to answer questions and offer support and advice regarding screening. If you did not get the opportunity to speak to her directly and need advice – please call the NHS Breast Screening Team on 01270 612396.



Staff Taining

Surgery will be closed for staff training - PLT (Practice Learning Time) from 1pm on the dates listed below.

Date	Closing time
Wednesday 12th March	1pm
Tuesday 1 st April	1pm
Wednesday 14 th May	1pm
Tuesday 3 rd June	1pm
Wednesday 16 th July	1pm
Tuesday 9 th September	1pm
Wednesday 8 th October	1pm
Tuesday 4 th November	1pm

For minor illness please visit your local Pharmacy or contact 111. For all medical emergencies call 999



Organisations in surgery during March 25

Throughout October the organisations listed below will be in surgery's reception area to provide support and advice to patients. Please feel free to pop into surgery to speak to them.

- **Tuesday 4th March** - 10-12noon
Alsager Community Support
- **Monday 17th March** – 10-12noon
Involvement, Recovery & Wellness Centre
- **Tuesday 18th March** - 10-12noon
Dementia Friends Group (Mental Health support)

Meet our Team





Meet Our Team

Melody Dean
Reception Manager /
care coordinator manager

Melody is the reception manager / care coordinator manager here at Cedars. Mel is passionate about creating a welcoming environment and delivering an exceptional patient service everyday. She takes pride in ensuring everything runs smoothly from answering calls to coordinating care for patients, liaising with community groups and project management, whilst leading her team. Melody values efficiency, professionalism and great patient experience. She was instrumental in the surgery being nominated for the Reception Team of the Year in 2024. We are lucky to have such a great leader here at Cedars, if you see her around the surgery please say hello she loves meeting all our patients

www.cedarsmedicalcentre.nhs.uk





Meet Our Team

Anita Sutton
Read Coder

Anita has worked for the NHS 38yrs in varied roles from reception to her current role as a read coder. Anita accurately clinically codes data on to patient records. Identifying relevant clinical information documented in patient correspondence, completing any detailed actions and forwarding documents on to other teams where required. Anita also trains other read coders across the Cheshire area. We are so lucky to have someone with Anita's vast experience working at Cedars thank you for everything you do.

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