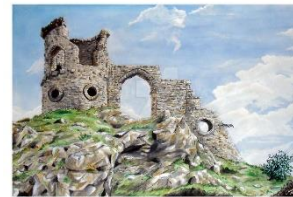


# Greenmoss Medical Centre

## News



Patient Newsletter edition 21: April 2025

### Digital Front Door

We are launching a new patient system from 31<sup>st</sup> March 2025. This will enable patients to interact more with us online and rely less on getting through to us by telephone – of course this is still an option if you prefer.

The new system called the Digital Front Door is available from our website [www.greenmossmedicalcentre.nhs.uk](http://www.greenmossmedicalcentre.nhs.uk)

The website looks like this below and gives you the option of clicking on various sections. You will need your NHS number and your date of birth to access some of the services.



**Admin request:** you can give us feedback here (positive or negative) or register as a new patient

**Medical request:** you can send us a message about your health problem and what action you would like – this replaces the current system called Patchs which is being removed from our website. Please note that this is for **non-urgent** medical issues and you will not be able to get an on the day appointment via this route. You still need to ring us if you have an urgent medical issue.

You can also use this section to request a fit note.

**Medications:** this reminds patients how to order repeat or urgent medication.

**Self referral services:** these are a range of services you can access without seeing your GP.

### Bereavement support group

We have a monthly group get-together to have a chat and a coffee. Please come along if you feel you would like to join us – you can just come and listen if you prefer too. The group usually meets at 12noon on the third Thursday of the month but will meet on Thursday 10<sup>th</sup> April this month because of the Easter holidays.

### Spring Covid Boosters

We are offering covid boosters to eligible patients (aged 75 and over and/or immunosuppressed). We have sent out the text invitations or phoned eligible patients. If you haven't heard from us and you are eligible, please contact Reception. Covid clinics are being held on 8<sup>th</sup> and 15<sup>th</sup> April.

### Dog walk

The next dog walk is on Saturday 26<sup>th</sup> April, meeting on Greenmoss car park at 11am. Come and join us with or without a dog, you'll be very welcome.



This is the walk in March enjoying the spring sunshine along the Salt Line

### **Medical Centre space**

Are you a health or related service in need of a space in which to meet clients. If so, please get in touch as we may be able to help. Please email [janet.weaver@nhs.net](mailto:janet.weaver@nhs.net)

### **Practice closure dates**

We are closed one afternoon each month (except August and December) for staff training. We close at 1pm and re-open the following morning. The dates for this year are:

Tuesday 1.4.25

Wednesday 14.5.25

Tuesday 3.6.25

Wednesday 16.7.25

Tuesday 9.9.25

Wednesday 8.10.25

Tuesday 4.11.25

These are also advertised in the Practice.

### **Patient Participation Panel (PPG)**

We have an active PPG who meet every month. We are happy to welcome new

members if you would like to join us. Please contact [Janet.weaver@nhs.net](mailto:Janet.weaver@nhs.net)

A new initiative from the PPG is to carry out a patient survey. You may see them when you attend the Practice – please help us to improve our services by answering a few questions about the Practice and the services we currently offer.

### **Housebound**

We have a small number of patients who are housebound. The definition we use for housebound is that the patient is not sufficiently mobile to get into suitable transport to bring them to the Practice. Patients who do not have their own transport or who are unable to drive are not classed as housebound and will be asked to attend the Practice in person.

### **Weight loss drug**

Please note that this is not something which the GPs can prescribe – this is a private health care service. We do receive notification if a patient is on the medication and this is stored on the patient's record.

## Surgery statistics

During the month of February a total of 2,903 appointments were booked

[Note that 'booked' appointments does not equate to 'available' appointments and does not take into account whether the patient attended or not.]

On average 162 appointments per 1000 patients were booked per week.

[Note that this is ALL appointments with ALL HCPs.]

### DNAs

1 in 45 appointments were missed, resulting in 18 hours of wasted practitioner time.

Mode of Contact, as compared with the same month last year:

Mode	February 2025	February 2024
Face-to-face	59%	58%
Telephone	22%	20%
Home Visit	<1%	<1%
Digital	1%	1%

Average 'Booked to seen' time for the month was 8.3 days.