

Greenmoss Medical Centre

News



Patient Newsletter edition 22: May 2025

Practice newsletter

Its two years this month since our first newsletter. We'd love to hear from you - what you'd like to see more of or less of in the newsletter each month. We welcome feedback on any of the services we offer too.

Please post your feedback in the box in Reception or email janet.weaver@nhs.net

Medical emergency

If you have a medical emergency please don't delay treatment by coming to the Practice. We are not an emergency treatment centre. Please contact 111 if you need medical advice or call 999 for emergency services.

Minor injury

If you have a minor injury please go to your nearest walk-in centre:

Haywood Hospital, Stoke-on-Trent

Open: 7am–9.30pm daily

For: Patients of all ages with minor injuries and illnesses

Leek Moorlands Community Hospital

Open: 9am–5pm daily

For: Patients of all ages with minor injuries and illnesses

Macclesfield District Hospital accident and emergency

Leighton Hospital accident and emergency

Royal Stoke – University Hospital of North Midlands, accident and emergency

Medication ordering

Please note that if you are ordering your medication early due being on holiday, we will need the dates of your holiday so that we can ensure you have the correct amount. Without this information we will not be able to progress your request.

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:

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.

Stroke Survivors group

The group runs on a Thursday morning from 11am at the 13 Club, Cedar Avenue, Alsager, ST72PH. The cost is £2.50 per week which includes a hot beverage and biscuit.

There is also an online Stroke Survivors Group with online fun activities with Alan Fairclough, free coaching on how to use Zoom, a friendly twice monthly informal

group. The Virtual online group cost is £5 per session via Bank Transfer.

For more information about the sessions, please contact Liz Bedson on 01270 335061. Here is a link to their website for more information - [Activities and Event/Trips Dates for your Diary - Stroke Survivors](#)

Dog walk

The next dog walk is on Saturday 31st May, meeting on Greenmoss car park at 11am. Come and join us with or without a dog, you'll be very welcome.

Staying safe in the sun

We never know how the British weather will be over the summer but please take a look at this link about staying safe in the sun: [Sunscreen and sun safety - NHS](#)

Missed appointments

Do you find it frustrating when you can't get an appointment?

Over the last few months, we have seen an increasing number of appointments being missed or cancelled at late notice. This year between January and March we had 171 appointments missed.

We do understand that sometimes things happen, and appointments can be accidentally missed but we are finding it increasingly difficult to find slots for patients in a reasonable time frame. This means patients are having to wait longer for their care.

If you are not going to get to your appointment, please ring us to let us know so that we can give your appointment time to another patient.

Bereavement support group

The next meeting will be on Thursday 22nd May from 12noon. Please join us if you feel you want to talk or just to listen.

At this meeting we will also be joined at 12noon by a representative from Disability Solutions West Midlands [HOME](#) to give a short talk on the range of issues they can support with. Everyone is welcome.

Be kind to our team

Our Reception and Dispensary Teams are very dedicated and hardworking and have a lot of work to cover during their working day. Any tasks carried out by them are filtered down from our Doctors and Nurses, so please remember when speaking to them that they are only carrying out instructions. Without our hardworking teams, we could not manage to provide the services we offer.

Surgery statistics – March 2025



3,187 appointments booked with
an average of **160** per 1000 patients
per week



AVAILABILITY

48% booked on the day (urgent)

7.4 days average booked to seen time

4 mins average time spent in waiting room