

Merepark Medical Centre

Monthly Newsletter

Welcome to Merepark's monthly newsletter where we share important practice-related information, as well as other news about what the team have been up to!

MMC Practice Manager Celebrates 22 Years with NHS



'This January marks my 22nd anniversary of working with the NHS. Upon Reflection I am proud to say that I have dedicated 22 years of Healthcare Management within General Practice. I would like to thank my fantastic colleagues, amazing team, and Merepark's wonderful patients who have supported and helped me to achieve this recognition.' – Denise Smith, MMC Practice Manager.

Opening Times:

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

Monthly Recap

Awareness Dates:

1st – 31st – Dry January
1st – 31st – Veganuary
10th – 16th – National Obesity Awareness Week
19th – World Religion Day
21st – 28th – Cervical Cancer Prevention Week
27th – Holocaust Memorial Day
29th – 4th Feb – Chinese New Year
30th – Parent Mental Health Day

In December...

We handled **3100** phone calls!

Had an average call queue time of **three minutes**, and had a longest queue time of 5 minutes (between 8:00am and 8:10am)

We offered 1081 Advanced Nurse Practitioner (60% booked) and General Practitioner (84% booked) planned appointments
808 Same Day ANP (87% booked) and GP (91% booked) appointments

We had a total of 70 missed appointments, resulting in 18 hours of wasted practitioner time! This costs an estimate of £2,100.

Merepark Staff Raise £200 for Cancer Research



12 Dips of Christmas Challenge



In the build-up to Christmas, Dr Rhys, Dr Zargham, and MMC Practice Manager, Denise Smith, took on the 12 Dips of Christmas Challenge in aid of Cancer Research UK. The challenge involved completing 12 dips into icy cold water, be that the sea, a river, a bath, or the shower. Through completing the challenge, the team raised £205 – a huge success!

Ocean Empower!

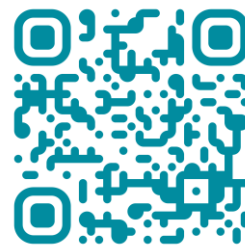
The Ocean Empower team are now nearly 2000 nautical miles through their 3000nm trip! They are currently in the lead of the women's only rowing teams, and have raised almost £50000 in aid of mental health charities.

Merepark are always looking for ways to become more sustainable, and to reduce our carbon footprint. If you have any suggestions, please scan the QR code or talk to a member of staff.



Do you want to leave feedback?

Please get in touch via our email or over the phone. Or, scan the QR code to leave feedback, online.



MMC Get Active!

Merepark Medical Centre staff are taking on a new challenge in support of Cancer Research UK this month. Denise Smith, Merepark's Practice Manager, is leading the charge, and encouraging MMC staff to walk 62 miles with her this January. So far, Dr Rhys, Dr Prowse, Dr Zargham, and Nurse Caroline have committed themselves to the challenge. This challenge is a step forward in achieving MMC's longer term goal of becoming an Active Practice. The Active Practice Charter was established by the Royal College of General Practitioners to encourage GP clinic staff to become more active. Keep an eye out around the practice to see how to get active!

If you have any suggestions on ways that we could get active, please let us know!

PATIENT PARTICIPATION GROUP

Merepark's PPG are always looking for new members. If you, or someone you know, are interested in joining then please get in touch using the information below.

We are a friendly group of people, who want to give back to the practice and to help to improve it.

If you would like to join the PPG or otherwise support us, please get in touch via the practice, on 01270275600, or by our email:

mmcpatientparticipationgroup@gmail.com