

# MERSTOW GREEN MEDICAL PRACTICE

## SUMMER 2018 NEWSLETTER

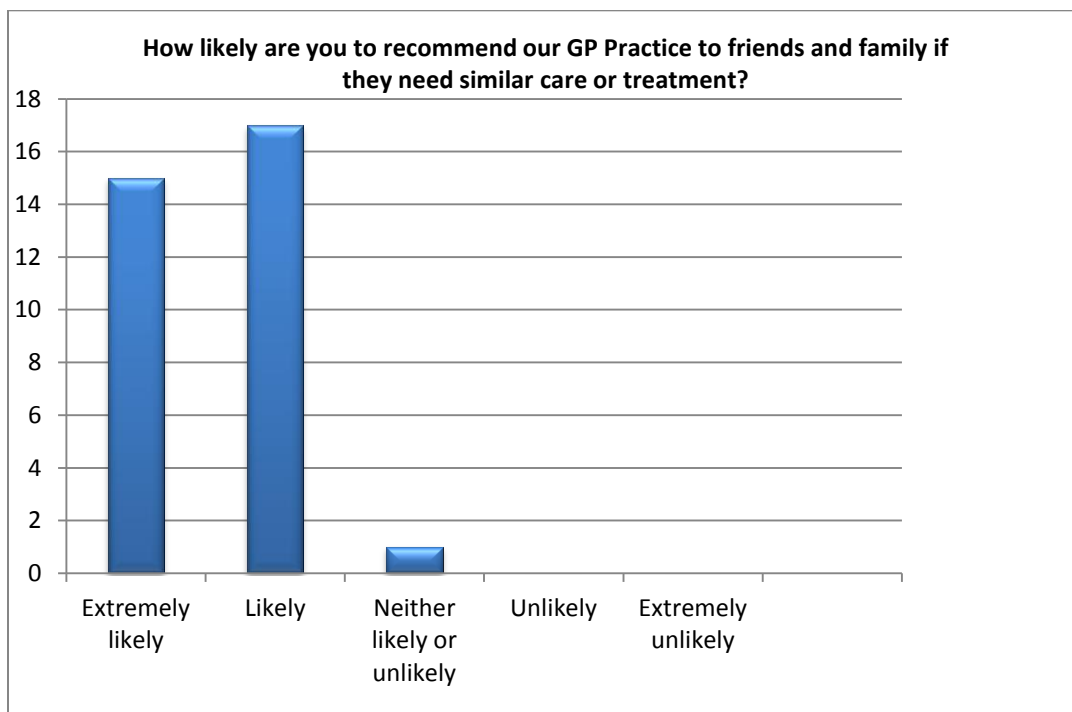
Issued free to patients of Merstow Green Medical Practice

Welcome to our Summer 2018 Newsletter.

Please have a look at our promotion and display areas in the waiting areas. The Practice will be arranging many outside organisations to come into the surgery to promote their services.

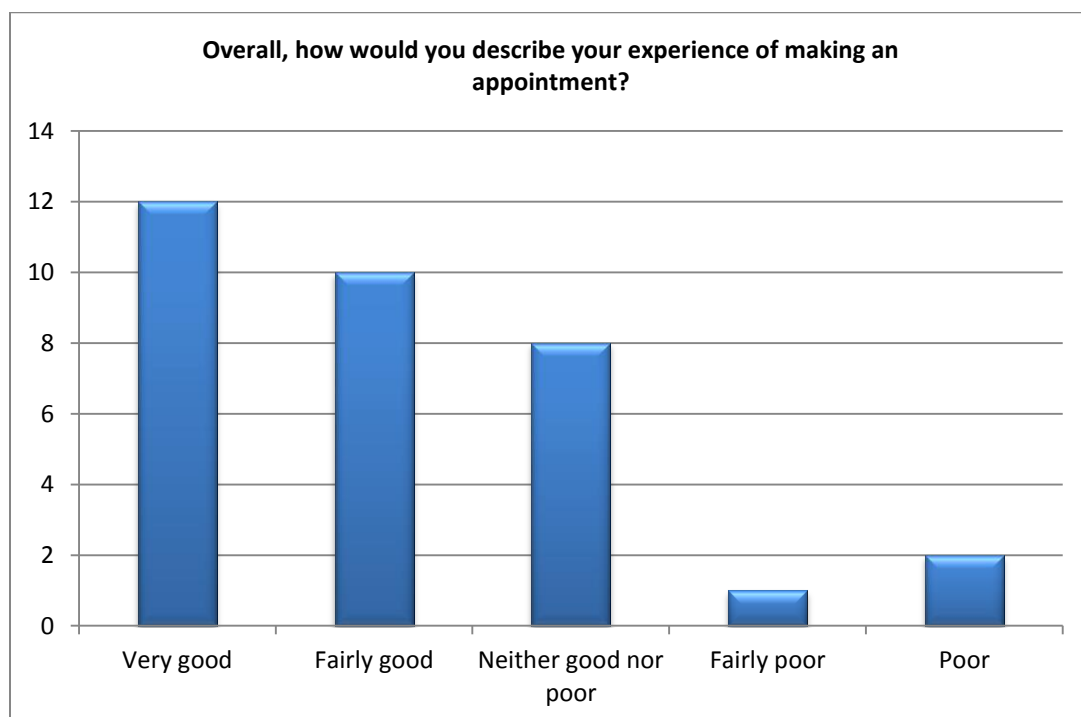
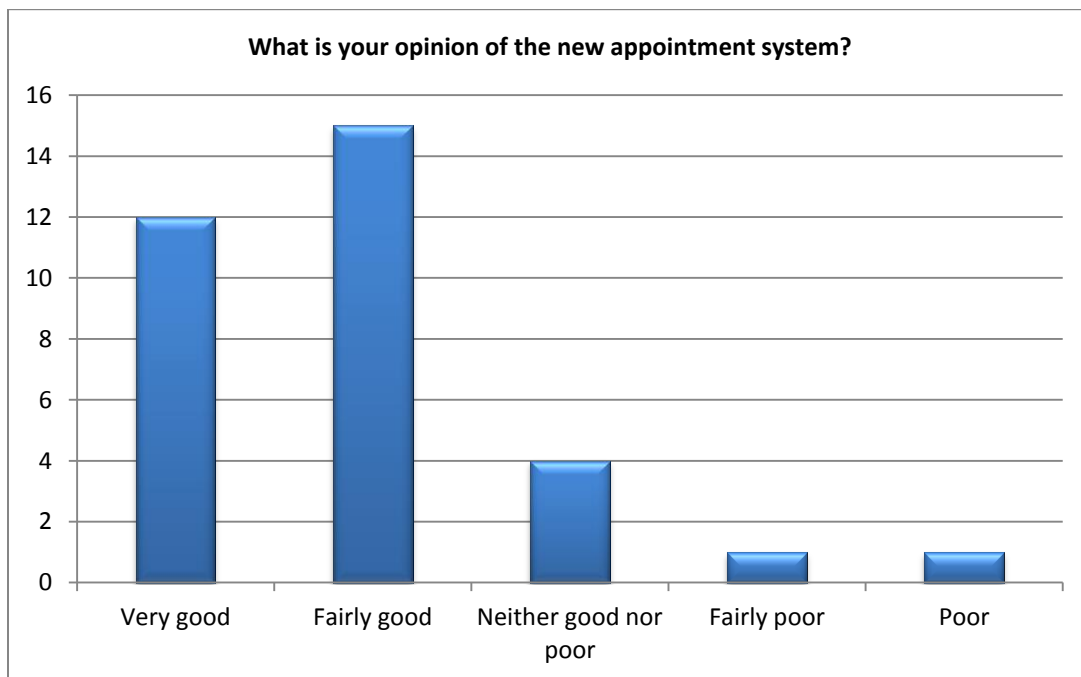
### **Patient survey appointment system feedback**

The survey on the new system was completed on 7 June with thanks to our PPG representatives. The results are below. The PPG enjoyed the experience and patients were positive regarding the new appointment system. We will be repeating this survey again in the Autumn.



*If you would like to join our Virtual Patient Reference Group, please complete the online form which is on our Merstow Green Medical Practice website or write to us at:*

**Patient Participation, Merstow Green Medical Practice, Evesham Medical Centre, Abbey Lane, Evesham, WR11 4BS**



There will be more health promotions in the Practice planned throughout the year. Further details will be provided on the patient noticeboard in reception or please click on the link to view some of the campaigns which will be featured.

<http://www.nhsemployers.org/your-workforce/retain-and-improve/staff-experience/health-work-and-wellbeing/sustaining-the-momentum/calendar-of-national-campaigns-2018/calendar-of-national-campaigns-2017-table>.

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## **Dr David Farmer**

We wish farewell at the end of September to Dr David Farmer however are pleased that he will be providing some ad hoc sessions until January 2019.

## **New staff**

We welcome Becky and Kennedy as telephone room administrators and Teagan and Debbie as Patient Advisors to Merstow Green Medical Practice and wish them every success

## **Text message reminders**

If you are interested in receiving text message reminders regarding your appointment, please see a Patient Advisor. An example of a text message that you might receive is:

‘Merstow Green Medical Practice would like to remind you of your Blood Test Appointment on 18 July 2018 at 2.30pm. If you wish to cancel please call 01386 765600’.

## **Temporary registrations**

If you are a temporary resident we would be grateful if you would come into the Practice to complete a temporary resident registration form in order that your appointment can be made. Please also bring a form of ID with you.

If you are too poorly to come in to complete the temporary resident registration form, please would someone in your family come in to the Practice to complete it on your behalf and the ID can be viewed when you come in for your appointment.

We are unable to complete temporary resident registrations over the telephone.

## **‘Flu Vaccinations**

Reminder that ‘flu vaccinations will be arriving in September. Further details to follow but walk-in appointments will be available as before.