



# Middlewood Partnership News

Welcome to the third edition of our newsletter with important news of changes to how you contact us online, and more.

## The NHS in Crisis

First of all, you may have read the [blog](#) on our website about the crisis we, and the rest of the NHS, is experiencing. It explains that to continue to offer safe, effective healthcare, and protect the wellbeing of all our colleagues, we need to make system changes urgently. This will involve, for example, focusing our attention on those in need of urgent primary care and those with serious healthcare needs.

We've started to introduce new systems and we'll continue to do everything we can to accurately identify those patients who have the greatest need. This will inevitably mean some people will be re-directed to services outside General Practice, and some will have to wait considerably longer for an appointment.

You can help ensure we have the time and capacity to support you when you need us most. Before you contact us online, please:

- **see if you can find the information you need to help you on the [self-help section of our website](#)** – we've collated trusted information, advice and sources of support for a wide range of health issues.
- **phone 111 (for those aged 5 and above) or visit [111.nhs.uk](http://111.nhs.uk)** to get help about where to get the right support based on your symptoms.
- **seek help from your local pharmacy for minor ailments**, such as coughs, colds, rashes etc – they may be able to help you quicker and be more convenient.
- **use the [NHS App](#) to see your test results and order repeat prescriptions.** **Thank you**

## Introducing PATCHS, our new online contact system

**On 1<sup>st</sup> December 2022, we'll be replacing askmyGP with a new online consultation system, called PATCHS.**

*Dr Rachel Hall, GP Partner explains why we're making the change:* "askmyGP

has served Middlewood and our patients really well during Covid and beyond and we know patients have got used to using it. However, it has some major shortcomings – for us and you.

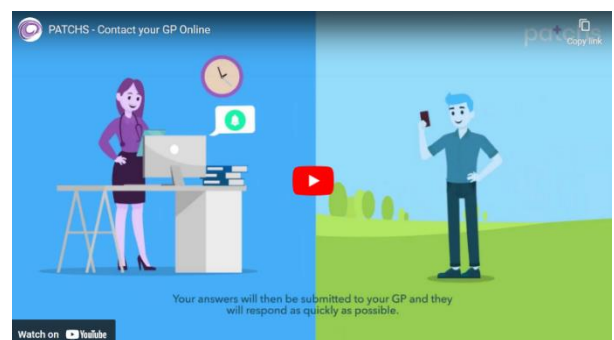
Other available systems have overtaken askmyGP in terms of what they can do, and we need a system that will take us into the future."



"From 1<sup>st</sup> December, patients will continue to request an appointment or make requests via the Middlewood website, but you will be directed to PATCHS, instead of askmyGP. Patients who don't have online access can continue to phone us or visit a practice base."

## Want to know more about PATCHS?

Watch the video below to find out more about PATCHS or visit our [PATCHS web page](#).



## PATCHS Drop-in sessions

We recognise that some people will value some help in getting registered with PATCHS (you'll just need an email address and password). So we're holding drop-in sessions at the following libraries:

**Bollington:** 23 Nov, 3-5pm & 24 Nov, 10am-12pm

**Disley:** 22 Nov, 10am-12pm & 24 Nov 4-6pm

**Poynton:** 22 Nov, 4-6pm & 25 Nov, 10am-12pm

## We want your feedback

*We're always keen to get your views on our services as Alison Bond, our Complaints*

*Manager explains:*

"We're really proud of the service we provide in each of our practice bases, even at such a difficult time. However, we realise that sometimes we don't get it right. When we don't, we need you to let us know so we can try and make it right and learn from your experience.

"There are lots of ways you can give feedback on our services. You can contact us direct via a practice base reception or online – we will always aim to get back to you quickly and often we can help sort it out there and then. You can also contact our [Patient Participation Group](#) who work with us to improve our services, or complete the [Friends and Family Test](#).

"Our [Feedback page](#) on our website gives more information about how to give feedback and about our complaints policy. Please do tell us your experience – good and bad – so we can continue to improve our services to you."



## Flu and COVID booster vaccines

Our winter Flu vaccine clinics in Bollington, Disley and Poynton are in full flow. Find out more [here](#).

Remember, we're NOT giving COVID vaccinations at these clinics. With the exception of housebound and immunosuppressed patients, and care home residents, all COVID boosters will be provided by local vaccination services who will invite eligible patients to clinics in Poynton and Bollington. Call 119 or visit the [nhs.uk](#) website, not the practice, for COVID booster queries.

## News from our Patient Participation Group

### PATCHS seminar

PPG members from all four practice bases attended a session on PATCHS to find out more and for the practice to seek advice from the PPG on communications to patients. PPG members will be supporting the PATCHS drop-in sessions mentioned above.

### Information session

On 13<sup>th</sup> December, the PPG is hosting an open meeting about the Bollington/ Disley/ Poynton (BDP) Care Community. The Care Community comprises a team from Middlewood and partner organisations, including GPs, district nurses, paramedics, occupational therapists and social care staff. It works to keep people well, treating and managing acute illness and long-term conditions, and supporting people to live independently in their own homes. Come along to find out what they do; their future plans; and how patients benefit from their care and support.


**Your PPG invites you to come and find out about BOLLINGTON/DISLEY/POYNTON (BDP) CARE COMMUNITY**

13th December 2022, 3pm - 4pm  
Council Chamber, Poynton Civic Centre

All welcome


### Your feedback

Part of the PPG role is to seek feedback from patients about the Practice's services. Do give us your feedback [here](#).

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