



Middlewood Partnership Newsletter

Welcome to the latest edition of our newsletter which includes information about to order your repeat prescription

Are you a Carer?

One in six adults are now providing unpaid care for a family member, friend, or neighbour.

Whether you provide unpaid care for a full day or just a few hours at a time, you are a carer. Caring for someone covers many areas, such as washing, dressing, feeding, attending regular appointments, and offering emotional and social support.

At Middlewood, we are here to support you and your family through signposting to the relevant carer support services.

If you are a carer, please let us know so that we can make a note on your health record. You can do this by completing our online form (via the QR code) or by dropping in to one of our surgeries.

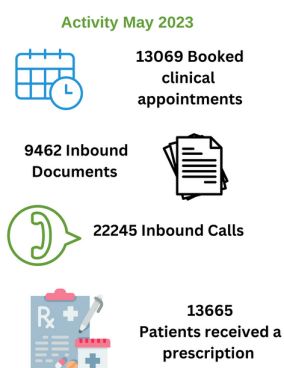


May Activity

Our dedication to assisting as many individuals as possible remains unwavering.

Below is a summary detailing the total number of phone calls received, appointments provided, the amount of medication dispensed, inbound documents received, and PATCHS requests received throughout the month of May 2023.

We sincerely appreciate your continued patience and support.



patchs 20734 Total patients registered with PATCHS



38995 Medication items prescribed

488 Patients did not attend their appointments

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?
CANCEL IT!

patchs
4748 Total PATCHS requests

Middlewood

News from our Patient Participation Groups (PPG)

The Middlewood Partnership has three Patient Participation Forums (PPFs), which are patient-led membership groups made up of patients registered within the practice, aligned to the three towns of Bollington, Disley and Poynton. They meet individually 3-4 times per year to find out local practice developments and provide feedback. Any patient from the relevant practice is invited to attend and give their views.

The chairs from the three forums subsequently come together quarterly, along with staff from Middlewood, to bring together the feedback and constructively challenge the development of the practice, with the shared aim of improving services for patients.

If you are interested in becoming part of our PPFs please contact the Chairs directly by email at: MiddlewoodPartnershipPPG@gmail.com

How to order your Repeat Medication

If you already request your prescription through the NHS app or Patient Access, these changes will not affect you.

Since the 1st June 2023 Middlewood has made the following changes:

- All online prescription orders should be made via the NHS app (preferred), Patient Access, or via 'PATCHS Medication Requests' only
- Typed prescription requests in PATCHS (either via an Admin or Clinical Request) will no longer be accepted – you will be directed to register via the NHS app or to set up your 'linkage key' within PATCHS
- You can still place your medication request via paper at your base of choice
- Prescription requests should not be submitted over the phone - they should be in writing or online as above

Mental Health and Wellbeing Support

Many resources are available to patients of The Middlewood Partnership to help with your Mental Health and Wellbeing.

Working alongside your GP, we have a team of Mental Health Practitioners and Social Prescribers who play a vital role in supporting individuals to access the practical daily support that they may need.

Social Prescribers can help patients who need help paying for essentials like food and energy bills. They can assist in accessing the household support fund, which offers a one-time payment to alleviate immediate financial strain, and can connect individuals to food banks and food surplus charities within the Bollington, Disley and Poynton areas.

Another essential aspect of good wellbeing is physical activity and improving overall fitness levels. Engaging in physical exercise has been proven to positively impact mental health. The Mental Health and Wellbeing Team can work with you to understand 'what matters to you' and will make referrals for gym memberships, activities, and groups in the local area. Participating in group activities and classes also provides opportunities for social interaction and helps to develop a sense of community.

If you would like support to access these services, please place a request on PATCHs or contact one of the surgeries directly, and our Patient Services Advisors will be able to guide you to the most appropriate support.

Bereavement Support

The Mental Health and Wellbeing Team are looking at ways to further support our patients who are experiencing grief. Collaborating with The End-of-Life Partnership, the team are setting up bereavement support groups. Starting in September and located in Bollington, Disley, and Poynton, these groups aim to provide a safe and compassionate space for individuals to seek support and share their experiences. The bereavement support initiative aims to create a close-knit community where individuals can find solace and understanding during challenging times.

If you are interested in joining the group or being part of the training to help facilitate this, you can reach out to your Social Prescriber at your local surgery.

Celebrating Positive Feedback!

We'd like to take a moment to celebrate the incredible power of positive feedback!

A heartfelt "thank you", or a word of appreciation really can work wonders, boosting morale and fuelling personal growth.

Thank you to all our fantastic patients who take the time to provide our staff with wonderful feedback every day. Whilst we appreciate all types of feedback, it is really important for us to know when we have got it right!

Medico-legal Team

The Middlewood Medico-legal team are based at McIlvride Medical Practice. They provide advice and support in completing various legal forms, documents and medicals. Examples of activity that they are involved with include:

- Firearms license requests
- SARs (A SAR is a subject access request in which a data subject has a right to request details of all information about their medical notes)
- Insurance forms
- Travel cancellation forms
- DVLA reports
- Medicals (DVLA, fostering/adoption)
- Disability Blue Badge forms
- PIP forms
- Council tax support forms

The team are required to complete reports within one calendar month, starting from the day the request is received at any of our four practice bases. There are some exceptions to this, and the team can advise you as required.

Patients can collect their completed documents from any agreed practice base.

