



Middlewood Partnership Newsletter

We hope all of our patients enjoyed a wonderful festive period and are having a happy and healthy start to 2024!

Need help with the NHS App or PATCHS?

Did you know that accessing the NHS App lets you quickly and easily do all of the following?

- Cancel your unwanted appointments
- Book blood tests
- Order repeat prescriptions
- View test results
- Request Sick (Fit) Notes

PATCHS also offers a great avenue for patients to interact with the practice without needing to wait in call queues.



So in order to help our patients get the most out of these tools and to offer help with any nagging questions, we have planned a number of support sessions where you can come in and ask an expert for help and advice.

If you'd like help with the NHS App or PATCHS, please call the practice and ask to be booked in to one of the support sessions below and we'll be happy to help! Please be aware that **places are limited and must be booked in advance.**

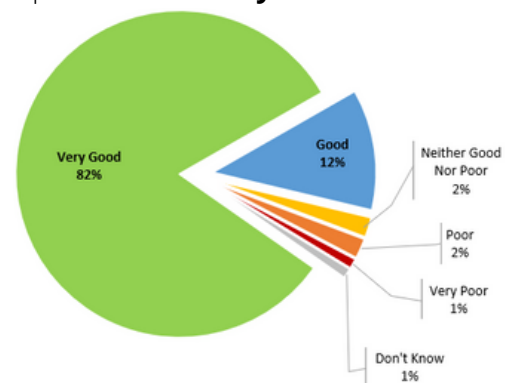
Please bring your device and all relevant passwords with you to the session, as you'll need these to get you set up and/or to access your account.

Date	Time	Location
Weds 17/01/2024	9:00am - 12:00pm	Mclivrie Medical Centre
Tues 23/01/2024	1:00pm - 4:00pm	Bollington Medical Centre
Fri 02/02/2024	2:00pm - 6:00pm	The Schoolhouse Surgery
Mon 05/02/2024	10:00am - 2:00pm	Mclivrie Medical Centre
Tues 20/02/2024	1:00pm - 4:00pm	The Schoolhouse Surgery
Weds 28/02/2024	9:00am - 12:00pm	Bollington Medical Centre
Weds 06/03/2024	9:00am - 12:00pm	Mclivrie Medical Centre
Tues 12/03/2024	1:00pm - 4:00pm	Bollington Medical Centre
Fri 22/03/2024	2:00pm - 6:00pm	The Schoolhouse Surgery

Hearing your feedback

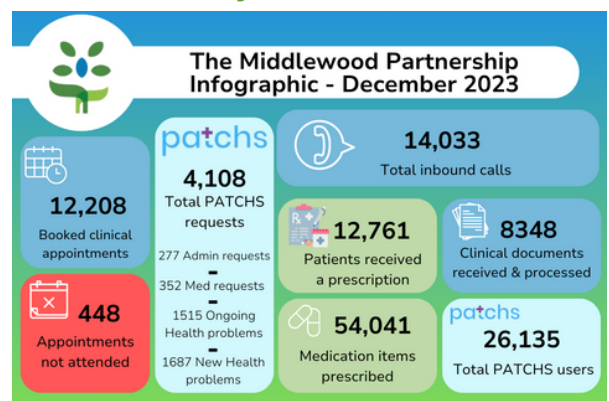
Middlewood deeply values the feedback of our patients, and so we have begun to send out a 'Friends and Family Test' survey patients via text message following each appointment with the practice.

We are delighted to report that **94% of respondents** in December rated their experience with the practice as **'Very Good' or 'Good'**!



Thank you to everyone for sharing their thoughts; patient feedback is vital to helping us monitor and improve our services, and also provides a great boost to our colleagues when feedback is so largely positive!

December Activity



Above is a summary detailing the amount of activity provided by the practice in December 2023. We sincerely appreciate all of your continued patience and support.

The value of appointments

Naturally, winter is a time where more people feel unwell, further increasing our overwhelming need for appointments. Whilst always important, it's at this time of year when our appointments are their most valuable, and we cannot afford for any of them to be wasted.



Disappointingly, in 2023, an average of 130.4 hours of clinical time was wasted per month as a result of missed appointments.

We understand that patients will sometimes have other commitments or perhaps, feel too unwell to attend their appointment - if this is the case, we ask that you contact us to cancel the appointment so that it might be offered to someone else.

How can I cancel my appointment?

If the practice has your mobile telephone number, you should receive an automated reminder the day before your appointment - **contained within the reminder message is a secure link that will allow you to cancel the appointment** if you are unable to attend. The cancellation will happen immediately and you don't need to contact your surgery unless you wish to organise an alternative date and time.

Alternatively, the practice has a dedicated cancellation line that allows you to cancel without waiting in a queue. Simply **call your surgery and select 'Option 4'**; follow the simple instructions, and we will cancel your appointment for you.

PATCHS - Now open from 7:30am!

Did you know that our online consulting tool, PATCHS, now opens from 7:30am? We recently made this change to allow patients to contact us online before leaving for work or the school run. Please note that no requests will be acted upon until 8:00am, maintaining fairness for patients contacting us by phone first thing in the morning.

Are you an Armed Forces Veteran?

The Middlewood Partnership is an Armed Forces veteran friendly accredited practice, allowing us to offer appropriate appointments, support and speed of services to assist our military veterans and their families.



If you are an Armed Forces veteran of any age, please call us, or email via the address below so that we can update your records.

cmicb-cheshire.middlewood.events@nhs.net

Help shape the success of your practice

The practice welcomes the thoughts and opinions of our patients, and so meet with our Patient Participation groups at regular forums to hear feedback and look to make improvements to our services.

These groups are always looking to recruit new members and are open to any of our registered patients. For more information, or if you'd like to join a PPF, you can find out more by visiting the link below:

<https://middlewoodpartnership.co.uk/ppg/>

Sign up for our distribution list

Would you like to receive our newsletter directly to your email account? How about information about healthcare events in the local community, or surveys to help improve the quality of services?

Scan the QR code or follow the link below to **add your email address to our distribution list**, and we will email you a copy of the newsletter, along with other small updates that we think would be beneficial to our patients.



<https://middlewoodpartnership.co.uk/middlewood-distribution-list/>

Rest assured that your email address will be held securely: it will not be sold or shared, and will solely be used to keep you updated with developments and news surrounding the practice and our services.