



Middlewood Partnership Newsletter

As we're squeezing out the last days of a rather 'up and down' summer, we'd like to welcome you to the latest edition of the Middlewood newsletter!

Thank you for your understanding

Many of our patients will be aware of the significant struggles faced by the practice during the recent IT downtime caused by the *CrowdStrike* outage.

Our teams worked tirelessly to provide the best and safest care that we could under the circumstances, and we would like to express our sincere thanks to everyone for their patience and understanding during this incredibly challenging situation. ❤️💙

Other ways to keep in touch

One of the things highlighted by recent IT outage was the need for us to communicate with our patients via as many different avenues as possible, allowing us to keep in touch even if our main methods are unavailable.

You can better stay connected with the practice by following us on social media or by signing up to our email distribution list. These can easily be accessed by clicking or scanning the QR code above.



The Middlewood Vision

The Middlewood Partnership exists to serve our patients, striving to provide high quality healthcare services to the people of Bollington, Disley, and Poynton.

Over the past few months our staff have come together to discuss what it means to work for Middlewood, aiming to condense the essence of what we do into a single, unifying vision.

After creating a number of possible options, our staff, along with members of our Patient Participation Forums, cast their votes and selected the following words to represent Middlewood and our values.

"We aim to deliver caring, first-class healthcare in a responsive and safe manner."

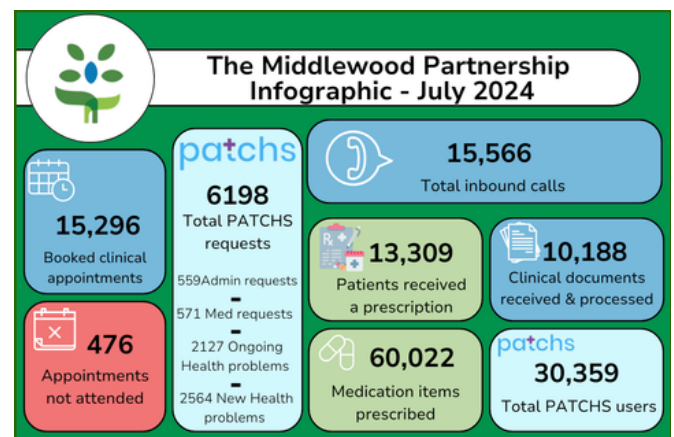
Our aim is to keep this vision at the forefront of our work every day, as we continue to strive for the best possible service for our patients.

GP Partners update on collective action

The Middlewood Partners recently shared a statement supporting potential collective action following the recent BMA (British Medical Association) ballot.

You can read the full statement on our website: <https://middlewoodpartnership.co.uk/gp-collective-action-update-from-the-middlewood-partners/>

July Activity



Above is a summary detailing the amount of activity provided by the practice in July 2024.

Impressive continuity figures catching attention nationally

Middlewood has worked hard over the past 18-months to implement a care model which prioritises continuity of care, and as a result, the percentage of our patients able to see their Usual GP has soared since its inception in December 2022.

For the financial year 2023/24, Middlewood patients saw their own doctor an average of 71.38% of the time, which is **overwhelmingly higher than the last recorded national average of 44%**.

We're pleased to share that **our efforts in this area are beginning to catch some attention nationally**, with the University of Birmingham recently contacting the Partnership, asking us to take part in a study surrounding continuity of care.



UNIVERSITY OF
BIRMINGHAM

We will be excited to share the findings of the recent focus groups once we receive feedback from the university. Continue to watch this space!

Updated wellbeing cards on the way

Life can be difficult sometimes, and knowing where to turn can be a struggle, especially for young people.

With this in mind, Middlewood are proud to partner with Team BDP, Poynton Town Council and the Rotary Club of Macclesfield Castle to fund a further print run of the **'It's OK not to be OK'** cards, now updated with the colours of both Poynton and Tytherington High schools.

These cards provide a wealth of established free resources that are able to offer help and support to young people facing all manner of difficulties.



The updated cards will soon be available to collect from each of our surgeries, and will be distributed to pupils upon their return to school. You can see what resources are available by clicking image above, or visiting our website at:

www.middlewoodpartnership.co.uk/young-peoples-health-self-help-resources/

Need help with the NHS App or PATCHS?

We're pleased to share that feedback from our NHS App and PATCHS support sessions has been overwhelmingly positive! Below are just a few examples of what patients have shared after coming in for some support:

"Cracked it! Thank you for all your patience, good humour, and help."

"Lisa was great. She made the session really user friendly and I'm a complete technophobe! I've had my mobile 10 years and probably used it four times, but I can use the NHS App on it now."

"Thanks so much for your excellent tuition!"

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 - we'll be happy to help! Please be aware that **places are limited and must be booked in advance**.

Date	Time	Location
Weds 28-Aug-2024	9:00am - 12:00pm	Mcllvride Medical Practice
Weds 04-Sept-2024	9:00am - 12:00pm	Bollington Medical Centre
Weds 11-Sept-2024	9:00am - 12:00pm	Mcllvride Medical Practice
Fri 20-Sept-2024	2:00pm - 6:00pm	The Schoolhouse Surgery
Tues 24-Sept-2024	1:00pm - 4:00pm	Bollington Medical Centre
Weds 02-Oct-2024	9:00am - 12:00pm	Mcllvride Medical Practice

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.

Share your thoughts

Patient feedback is incredibly valuable to us at Middlewood, and we are grateful to those patients who take the time to let us know about their experience.

Not only does your feedback help to highlight areas that may need some more attention, but it also allows us to celebrate our successes and commend the hardworking members of our teams who have performed well.

If you've had an experience you'd like to share, we encourage you to do so via the NHS Services website.

You can access the website by clicking or scanning this QR code.

