

CASTLE MEAD MEDICAL CENTRE – SUMMER 2024 NEWSLETTER



Castle Mead Medical Centre aims to work in partnership and provide 'outstanding' care for their patients and this newsletter is a commitment from us to develop our communication. In this quarterly newsletter we will highlight important local and national issues that affect your healthcare and help us to develop services throughout the surgery and the local community.

Are you eligible for a free NHS flu vaccination?

Flu can be more dangerous if you are over 65, have an existing health problem, are pregnant, a carer, or children under 4.

Don't put it off. Get your flu vaccination straight away. Ask at your GP Practice.

STAY WELL THIS WINTER



Providing Outstanding Care to our Patients



Additional Clinics and Appointments:

Extended Access: The practice has Extended Access appointments and available to our patients via our partnership with the Hinckley and Bosworth Federation. These appointments are available outside of our core hours, which are after 6.30pm and on a Saturdays.

Pharmacy First Scheme: Please remember that a lot of appropriate issues you have like hay fever, (UTIs) water infections, etc can be sorted by your local pharmacy, rather than using your GP. We will offer patients one of these appointments if we feel they are appropriate. **If you are offered any of the additional appointments, please consider it.**

Practice Event:

On September 30th with help from our PPG we will be opening our doors to patients for them to come and see what additional services can be accessed through the practice. Services confirmed to attend are The Hinckley and Bosworth Borough Council Mental Health and Active Services. Our Social Prescribers and Health and wellbeing coach will be attending as well as some advice for young carers.

Patient Survey 2024:

We have recently received our patient survey details for 2024. Our overall patient satisfaction % is up from 82% to 89% which puts us 12th out of 146 practices in Leicestershire and 756 out of 6307 nationally. We are very pleased with these results, and this is even more impressive given the reduced funding for General Practice and the increased patient list size. We are proud of and grateful to every member of our team for the part that they play in the patient journey. Please see more details in the posters on a walls and website.

A welcome from our PPG:

Our **Patient Participation Group** was 15 years old on March 6th 2023, and we are still going strong now. We are currently looking for new members to help shape the future of the practice and welcome any application. To do so please contact Nick Cameron via castlemead.medicalcentre@nhs.net

Our New Website:

We have a new website which we are hoping patients will access for all of the information you need to access services and reduce time spent on the phone. You can find us on: <https://www.castlemeadmedicalcentre.co.uk/>

Facebook:

We have now had a Facebook page for 12 months and have 700 followers. We are encouraging those who can to like our page and keep up to date with everything we are doing. To like us please visit the castle mead medical centre and pine close surgery facebook page.