Eden Medical group

Newsletter – June 2022

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| A Recent Success  You may be aware that we recently changed the way we communicate the results of your tests?  Since doing so we have received positive feedback from many patients – thank you for taking the time to let us know ☺  For more information regarding this change please visit our practice website:  [www.edenmedicalgroup.com](http://www.edenmedicalgroup.com)  Or pop in for a printed sheet. |
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# *WELCOME TO THE EDEN MEDICAL GROUP NEWSLETTER*

Dear Patient, I hope you find our monthly newsletter both useful and informative.

**Continuity of Care**

A recent practice survey has highlighted continuity of care as one of the most important areas for our patients. Over the next few weeks we will be changing our clinical appointment system to allow more face-to-face appointments, with an increased amount of these being made available as pre-bookable. We will also introduce more follow-up appointments for our clinical team to use. We hope this will improve continuity of care and provide a wider choice of options for our patients. We are all working very hard to break away from the current system where the majority of appointments are booked on the day – these will be strictly reserved for acute/urgent problems. This in turn will help alleviate the pressure on the telephone system at 8am each morning.

Please use online booking options as an alternative to calling the practice. Visit our practice website for further information including links to the NHS App, Online Consult and also Patient Access where you can order repeat medication.

**The Coronavirus pandemic has been a turbulent time for us all. During this time we have seen many changes to our team so we would like to update you on those recently arrived and departed**

**Welcome**

Dr Stephanie Siddle – GP Salaried Partner / Well Being & Safeguarding Lead

Dr Rachel Garth – GP Salaried Partner / GP Trainer

Hannah – Receptionist/Telephonist

Chloe – Receptionist/Telephonist

Denise – Prescribing Clerk

Sadly we bid farewell to Dr Bernard Thomas (retirement), Anne Hartley and Amanda Henchliffe (Advanced Nurse Practitioners) and Alva who retires as a receptionist/telephonist after more than 18 years fantastic service.

**Did You Know?**

Every month we receive results of the Friends and Family patient feedback questionnaires that are sent to over 200 patients at random. The most recent summary from May 2022 shows a 92% satisfaction rate suggesting that, on the whole, you would recommend our practice to others. Thank you so much for the lovely comments some of which are provided below:

I'd hardly got sat down in the waiting room before I was called and the nurse who dealt with me was very professional.

Friendly staff, explanations given for a full understanding, and follow up text to offer further information. Was put at ease. Clean and efficient.

The doctor I seen was very good, thorough and caring. My appointment was on time with a follow up arranged in 3 weeks.

**Practice Team Training**

Every month, other than August or December, the practice closes one afternoon for staff training. Patients are able to contact NHS 111 to access urgent healthcare services during these closures.

The next 3 training dates are scheduled for 15th June, 14th July and 14th September 2022.

**Cervical Screening**

Have you received a letter inviting you for cervical screening (smear test)? Please do not delay and book your test as soon as possible with one of our friendly and highly trained nurses. Remember, this is not a test for cancer, it’s a test to help prevent cancer.

**The Sound Doctor**

You may be interested to learn of a new website [www.thesounddoctor.org](http://www.thesounddoctor.org) that has been specifically created to help improve the quality of life for people with long-term mental and physical problems but providing information on the most effective ways of managing their conditions. The website has a library of over 250 short educational films covering areas such as COPD, diabetes, back pain, dementia and weight management.

**Baby Immunisations**

Every Friday morning we hold baby immunisation clinics in the practice where our dedicated nurse team provide vaccines that protect your child from many serious and harmful diseases. If you are unable to attend your appointment, for whatever reason, please do not delay in re-booking for the next available appointment.