

Ecclesfield Group Practice

Practice News

NOVEMBER/DECEMBER 2024

www.ecclesfieldgp.co.uk

NEW RECRUITS

We welcome both Stephanie & Jade to our established reception team here at Ecclesfield Group Practice.

Letter from our Practice Manager....

Dear Patients and Carers,

We would like to thank our patients who completed the NHS England IPSOS survey earlier this year. We are pleased with the results, following last year's disappointing results, we have worked extremely hard to review our systems and processes. Along with our patient feedback via **iwantgreatcare** and our patient group. We all continue to work extremely hard to deliver the best quality care in the community we can, with the current resources we have.

You said we did!

Back in November 2023 we upgraded our telephone system that now offers options to request a call back, since offering this option 5000 patients have chosen this instead of waiting in the queue.

Online patient triage

We also introduced online forms, these forms are for general admin queries and non-urgent medical enquiry too. These are available via our website. It is very simple to fill out so please do give it a go if you need to contact us. This has helped to reduce the number of telephone calls into the surgery. Our telephones are busiest between 8.30 and 9.30am.

Online appointments

We also increased the number of online appointments and now can send patients a booking link for Medication reviews, Long Term conditions reviews and blood tests, along with flu clinics, baby immunisations many other types of appointments. To also help with the ease of getting in touch with us, we have increased the number of online appointments available to book each day.

Did Not Attend appointments.

We do still have a high number of our patients who do not attend booked appointments. This is very frustrating for us as valuable clinical time is lost. I would also ask all patients who cannot attend their booked appointment to please cancel, many appointments are lost due to this.

We continue to listen to patient comments on feedback via **iwantgreatcare**; you may have been sent a survey link following recent contact with the surgery. We do really appreciate your feedback; it only takes 5 minutes to complete. Your responses are completely anonymous. We really appreciate the time it takes to help make any improvements to our service.

I hope you find this update useful and if you have any feedback, please do not hesitate to contact us.

Kind Regards,

Michelle Payling, Practice Manager



Tuesday 24th December 2024 - Open (Christmas Eve)

Wednesday 25th December 2024 - Closed (Christmas Day)

Thursday 26th December 2024 - Closed (Boxing Day)

Friday 27th December 2024 - Open as normal

Saturday 28th December 2024 - Closed

Sunday 29th December 2024 - Closed

Monday 30th December 2024 - Open as normal

Tuesday 31st December 2024 - Open (New Years Eve)

Wednesday 1st January 2025 - Closed (New Years Day)

Thursday 2nd January 2025 - Open as normal

Friday 3rd January 2025 - Open as normal

Merry Christmas and a Happy New Year!

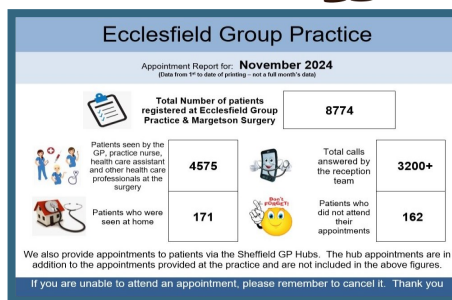


During the Christmas period

If you need help over the holiday period when the GP practice or pharmacy is closed or you are not sure what to do, **NHS 111** can help. The service is available online at **111.nhs.uk** and also by phone. By answering questions about your health problem you will be told what to do and where to go. You can also find information at **www.nhs.uk**

things we recommend you do:

- ◆ Contact NHS 111 online or by phone if you are worried about any symptoms.
- ◆ Take advantage of financial schemes and discounts to help you pay for heating.
- ◆ Look out for other people who may need a bit of extra help over the winter



STAY WELL THIS WINTER

Don't forget your prescription!

Contact your GP to order your repeat prescription before the Christmas holidays

Collect your order from your local pharmacy in good time

Feeling unwell? Choose the right service

Self-care	NHS 111	Pharmacist	GP (Doctor)	NHS Walk-in Services	A&E or 999
Hangover. Grazed knee. Sore throat. Cough.	Unsure? Confused? Need help?	Diarrhoea. Runny Nose. Painful cough. Headache.	Unwell. Vomiting. Ear pain. Back ache.	If you cannot get to the GP and it is not getting any better.	Choking. Severe bleeding. Chest pain. Blacking out.

Ecclesfield Group Practice

The Health Centre
96a Mill Road,
Ecclesfield,
Sheffield S35 9XQ
Tel: 0114 2469030

syicb-sheffield.ecclesfieldgp@nhs.net

Margetson Surgery
(Branch site)
1 Remington Avenue,
Parson Cross,
Sheffield S5 9PA
(Same number as above)