

# Ecclesfield Group Practice

## Practice Newsletter

thank you!



We were extremely pleased to receive so many kind and complimentary comments, cards and gifts over the Christmas period. So, thank you.

Your positive feedback helps our staff morale.

**JANUARY 2024**

[www.ecclesfieldgp.co.uk](http://www.ecclesfieldgp.co.uk)

## STAFF TRAINING

The practice will be closed for staff training one afternoon a month from 1.00pm.

Should you need a doctor during this time, please telephone the surgery number and your call will be dealt with by the GP collaborative.

The next staff training (PLI) date is:

**Tuesday 6th February 2024**

## Practice Appointment data information from September 2023 to December 2023

### Ecclesfield Group Practice

Appointment Report for: **October 2023**



Total Number of patients registered at Ecclesfield Group Practice & Margetson Surgery

8603



Patients seen by the GP, practice nurse, health care assistant and other health care professionals at the surgery

6503



Total calls answered by the reception team

3200+



Patients who were seen at home

153



Patients who did not attend their appointments

302

We also provide appointments to patients via the Sheffield GP Hubs. The hub appointments are in addition to the appointments provided at the practice and are not included in the above figures.

### Ecclesfield Group Practice

Appointment Report for: **November 2023**



Total Number of patients registered at Ecclesfield Group Practice & Margetson Surgery

8599



Patients seen by the GP, practice nurse, health care assistant and other health care professionals at the surgery

5394



Total calls answered by the reception team

3200



Patients who were seen at home

84



Patients who did not attend their appointments

189

We also provide appointments to patients via the Sheffield GP Hubs. The hub appointments are in addition to the appointments provided at the practice and are not included in the above figures.

### Ecclesfield Group Practice

Appointment Report for: **December 2023**



Total Number of patients registered at Ecclesfield Group Practice & Margetson Surgery

8617



Patients seen by the GP, practice nurse, health care assistant and other health care professionals at the surgery

4593



Total calls answered by the reception team

3200+



Patients who were seen at home

84



Patients who did not attend their appointments

145

We also provide appointments to patients via the Sheffield GP Hubs. The hub appointments are in addition to the appointments provided at the practice and are not included in the above figures.

If you are unable to attend an appointment, please remember to cancel it. Thank you

## GP Patient Survey 2023

In early January, around 2.4 million randomly selected people registered with GP practices will be invited to answer a GP Patient Survey questionnaire about their experiences. The survey will be live for 3 months, with fieldwork closing in early April.

The findings help to show what's working and what needs to improve. The survey is carried out securely and information published does not identify individuals.

If you receive an invitation, please fill out the questionnaire and have your say so we can deliver the best possible service to patients. If you need support completing the survey or need it made available in another language or format, you can call the free helpline number 0800 819 9135.

For more information about the survey, visit the

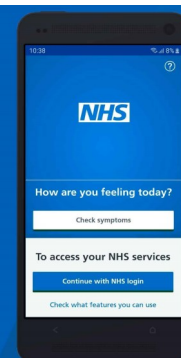
<https://www.gp-patient.co.uk>

Request A Call Back



## New Telephone System

As part of our plan for Improving access for you in line with some guidance from NHS England, we have invested in an upgraded telephone system that now allows you to request a call back from us, instead of sat waiting in the queue. This has been running since November 2023. We have called over 600 patients back using this new function.



Secure access 24 hours a day  
Access a range of NHS services anytime, anywhere

## Ecclesfield Group Practice

### The Health Centre

96a Mill Road,  
Ecclesfield,  
Sheffield S35 9XQ

Tel: 0114 2469030

[syicb-sheffield.ecclesfieldgp@nhs.net](mailto:syicb-sheffield.ecclesfieldgp@nhs.net)

### Margetson Surgery

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