

EMMER GREEN SURGERY PATIENT NEWSLETTER – MAY EDITION

Friends and Family – Would you the patients recommend us?

For the Month of APRIL: We received 232 responses.

This is what you said about us. Thank you very much!

Options	Total	Percentage
Extremely Likely	191	82.3%
Likely	28	12.1%
Neither	6	2.6%
Unlikely	3	1.3%
Extremely Unlikely	3	1.3%
Don't Know	1	0.4%

Here are some of your lovely comment's you left about us this month.

MONTHLY STATISTICS FOR APRIL - VIA EMMER GREEN SURGERY WEBSITE

In the month of APRIL, we had **976** repeat prescription requests.

We also had **48** New patient requests.

We offered **1203** face 2 face appointments and of those patients **44** did not attend.

PLEASE cancel your appointment so we can give this to someone else to attend.

Lovely staff, very helpful and do their best all the time to make the service the best it can be.

“Very responsive, they always offer us appointments and accommodate my working and kids school hours. Receptionists always helpful and friendly”.

Doctor Jones is a very caring, friendly, and knowledgeable professional who performs his duties to the best of his abilities.

“Friendly staff, empathetic and very helpful. I'm

aware of how badly NHS is funded at the moment, yet you are all really doing your best as a clinic to help everyone, and I had a blood test done quickly to address my symptoms and for that I'm very grateful and satisfied in knowing I'm getting the best possible care in the current situation.”

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BECAUSE EVERYONE IS SO FRIENDLY, EFFICIENT, PHONES ANSWERED PROMPTLY AND NEVER HAVING TO WAIT IN THE WAITING ROOM FOR YOUR APPOINTMENT.

MEET THE TEAM - WHO ARE THEY? WHAT DO THEY DO? CARE COORDINATORS

Care Coordinators play an important role within the surgery as they proactively identify and work with patients including the frail, elderly, and those with long term conditions to provide coordination and navigation of care and support across our health care services. Helping to ensure you are monitored and any changes within your health are picked up and treated effectively They are an integral part of our team in all the behind-the-scenes processes in ensuring patients health is the number one priority.

We currently employ two care coordinators here at Emmer Green Surgery and they are Jayne and Sophie. You may have been contacted by them via telephone, text message or even a letter for your annual reviews in Diabetes, Asthma, COPD, Depression, Mental Health, Learning disabilities, Hypertension, children's immunisations, and cancer care reviews.

They will also be inviting you in for COVID vaccines, shingles, MMRS and annual health checks.



Mental Health Awareness Week 2024 will take place from 13 to 19 May, on the theme of "Movement: Moving more for our mental health".

Movement is important for our mental health. But so many of us struggle to move enough. We know there are many different reasons for this, so this Mental Health Awareness Week we want to help people to find moments for movement in their daily routines. Going for a walk in your neighbourhood, putting on your favourite music and dancing around the living room, chair exercises when you are watching television – it all counts!

Movement is a great way to enhance our wellbeing. Even a short burst of 10 minutes' brisk walking can boost our mood and increase our mental alertness and energy. Movement helps us feel better about our bodies and improve self-esteem. It can also help reduce stress and anxiety and help us to sleep better.

If you would like to get moving more, this guide will give you some ideas to get started as well as tips on how to get the best mental health benefit from the movement you are doing.

<https://www.mentalhealth.org.uk/our-work/public-engagement/mental-health-awareness-week/boost-your-mental-health-moving-more>

COVID CLINICS



Thank you to everyone that came to your appointment on Saturday 27th April 2024 for our clinic we held that day.

We are extremely proud to tell you that our wonderful team vaccinated 934 patients that morning to ensure they are protected for the coming months.

Thank you for making it easy as always!



It is with great sadness we say goodbye to our Diabetic Specialist Nurse Hilary Jones who is retiring on the 30th of May 2024. Hilary has worked here at Emmer green Surgery since 17th May 2007 that's an incredible 17 years of service with us.

We know you will miss her as much as we will. Hilary has looked after a lot of patients throughout her 17-year career and has been a fantastic member of our Nursing team.

CAR PARK AND YELLOW LINES OUTSIDE THE SURGERY

We understand that it can be very frustrating trying to find somewhere to park at the surgery and this has been passed to us as a concern from our patient participation group and recent friends and family feedback.

We unfortunately only have a limited number of spaces at the surgery and we cannot actively monitor this due to staff pressures but when we are aware someone is parking there who is not coming to the surgery we do ask them to move to ensure our patients get priority parking.

If you are able to please try and walk or cycle to the surgery when attending your appointments.

Yellow lines – Please do not park on the yellow lines we now have traffic wardens monitoring the area and they have been issuing tickets to patients.