

April Newsletter

PARKWAY MEDICAL GROUP



Spring COVID Vaccinations 2025

*****We now have appointments available to book from Wednesday 2nd April 2025 *****

The Spring COVID Vaccination programme will cover the following patients:

- adults aged 75 years and over
- residents in a care home for older adults
- individuals aged 6 months and over who are immunosuppressed

The COVID vaccines that we have been supplied with are Spikevax formerly known as Moderna.



Meet the staff

We would like to Welcome Diane as the newest member of our Reception team this month.

Opening times

Monday- 8:30am to 7:30pm

Tuesday- 8.30am to 6pm

Wednesday-7:30am to 8.30am prebooked appointments
8:30am to 1pm
2pm to 6pm

Thursday- 8.30am to 6pm

Friday 8:30am to 6pm

Saturday Closed

Sunday Closed

Important Update on Blood Test Results

At our practice, we take great care in reviewing all blood test results promptly and thoroughly. Each day, we receive a large volume of result. Last month alone, we reviewed 4,208 blood test results. All results are screened the same day by the on-call GP, and anything that requires urgent attention is always picked up immediately.

However, for results that require routine follow-up or further action, it can sometimes take up to two weeks (or occasionally a little longer) for a GP to contact you. This time allows the GP to carefully review your results and, if necessary, consult with colleagues or discuss at clinical meetings to determine the best course of action, particularly when it comes to starting new medications or adjusting current ones.

If your results are normal and no action is needed, you may not hear back from us.

We understand that waiting for results can be concerning, but we hope this explanation helps clarify the process. We are committed to providing you with the best care possible and appreciate your understanding as we manage the significant volume of results we handle daily.



The Importance of Knowing Your Medications and Dosage

When discussing medications over the telephone or reception desk, it's crucial for you to be confident and aware of the names of medications and their correct dosages. While our receptionists and healthcare team have access to a list of your prescribed medications, it's imperative to double-check the name of the medication you wish to discuss, as clear communication ensures that both you and our team are discussing/ issuing the correct medication.

Medication wastage has a huge impact on the NHS budget, upwards of £98 million










By knowing the names and dosages of your medications, you help avoid any confusion. This also allows our team to provide more accurate advice when dealing with your queries.

Our aim is to do our part and alleviate any misunderstanding or incorrect prescribing of medication and reduce the £98 Million pound of incorrect medication issued.



Appointments

Last month, we saw a busy and productive period at the practice, with a total of 7,122 calls received. Our team worked hard to manage an average wait time of just 6 minutes and 10 seconds. A total of 1,610 patients were seen face-to-face at the practice, while 152 telephone consultations were conducted. Unfortunately, 148 patients missed their appointments, but we continued to provide home visits to 30 patients. In addition, our dedicated staff issued 227,662 prescriptions, carried out 70 medication reviews, and made 316 referrals. We also received 95 eConsultations, ensuring that we are offering flexible care options to meet the needs of our patients.

 <p>Telephone calls received:</p> <p>7,122</p>	 <p>Average call wait time:</p> <p>6 minutes 10 seconds</p>	 <p>Patients seen face to face in the surgery:</p> <p>1610</p>	 <p>Telephone appointments carried out by clinicians:</p> <p>152</p>	<p>GP appointment? Can't make it? Don't need it?</p> <p>CANCEL IT!</p> <p>Patients who did not attend appointments:</p> <p>148</p>
 <p>Patients who were visited at home:</p> <p>30</p>	 <p>Prescription items issued:</p> <p>227662</p>	 <p>Medication Reviews carried out:</p> <p>70</p>	 <p>Referrals made:</p> <p>316</p>	 <p>E-consults received:</p> <p>95</p>

Easter opening times

Monday 14th April– Open as usual

Tuesday 15th April– Open as usual

Wednesday 16th April– Open as usual

Thursday 17th April– Open as usual

Friday 18th (Good Friday)- Closed

Saturday 19th—Closed

Sunday 20th (Easter Sunday)- Closed

Monday 21st (Easter Monday)- Closed

Tuesday 22nd– Open as usual



Suggestion Box