

# OCTOBER NEWSLETTER



## OPENING TIMES

Monday- **8:00am to 7:30pm**

Tuesday- **8.00am to 6:30pm**

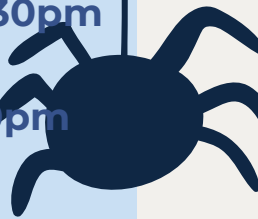
Wednesday- **7:30am-8.00am**  
(prebooked appointments)  
**8:00am to 1pm**  
**2pm to 6:30pm**

Thursday- **8.00am- 6:30pm**

Friday **8:00am to 6:30pm**

Saturday **Closed**

Sunday **Closed**



## WHAT'S NEW

The NHS App now requires patients to turn notifications on manually. Please make sure yours are turned on as in forthcoming weeks the practice will be able to contact you through it.



## STAFF TRAINING DAYS THIS YEAR:

5th November

**On these days the practice  
will close from 12:30pm**

# Meet The Team



## Meet our secretaries

Meet Ellie! She started as a summer apprentice seven years ago and hasn't left since. You'll usually hear Ellie before you see her. She's everywhere all at once, keeping things running smoothly. When she's not busy at work, she's a total bookworm who loves to get lost in a good read.

Meet Judith! She's been with the practice for over 25 years, since the days when we were in our old building. You'll probably spot her by her signature bright lipstick. Over the years, Judith has seen countless changes and transitions with us. When she's not working hard, she loves walking her dogs and getting creative with arts and crafts.

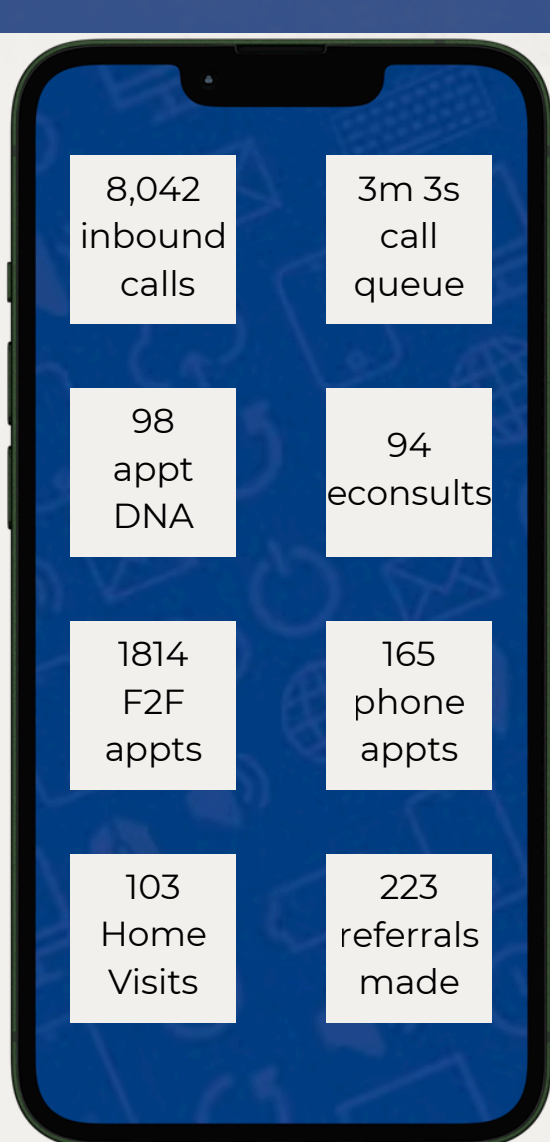
Meet Natalie! Natalie has been a key part of our team for nearly five years, bringing dedication, efficiency, and a calm presence to even the busiest of days. With a toddler at home, Natalie's "spare time" is more of a myth than a reality, but she wouldn't have it any other way. Her multitasking skills are unmatched, both in the office and at home.



Here's a quick look at how we've been supporting our patients this past month:

- 📞 8,042 inbound calls received, with an average wait time of 3 minutes 3 seconds – a noticeable improvement from last month!
- ❌ 98 'Did Not Attend' appointments, up slightly by 7.
- 💻 94 eConsultations submitted.
- 🏥 1,814 face-to-face appointments completed.
- 📞 165 telephone appointments held.
- 🏠 103 home visits carried out.
- 📦 223 referrals made to further care and services.

Thank you to our team for continuing to provide excellent care and service!



TRICK  
OR  
TREAT



Parkway Medical Group



**TikTok**

[parkway.medical.g](https://www.tiktok.com/parkway.medical.g)



[Parkwaymedicalgroup\\_](https://www.instagram.com/Parkwaymedicalgroup_)








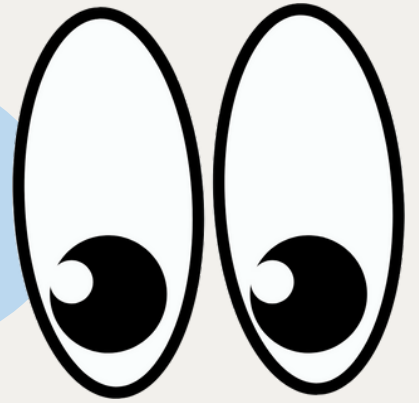
We'd like to thank all the patients who attended our Saturday Flu and Covid clinic on Saturday 4<sup>th</sup> October.

We ask our patients to support the practice by having their vaccinations for Flu and Covid at their GP practice.

Practices are funded to provide these vaccinations and at Parkway Medical Group, we use this income to increase the number of staff we employ to provide care to our patients throughout the year. Due to the continuing decline in the funding within the NHS we are appealing to our patients to choose us to give you your Flu and COVID vaccine.



Keep an eye out on our website and notice board in the practice for the minutes and updates from last months Patient Participation Group meeting



# Things to look out for this month



Wear it Pink day  
24<sup>th</sup> October 2025

Dr Parkinson is conducting her contraceptive implant training, ask today about being added to a waitlist



# WEAR IT PINK



On Friday 24<sup>th</sup> October the practice will be taking part in the Wear it pink day, a fundraising event for Breast Cancer Now. Our staff will be wearing pink in support