

DECEMBER NEWSLETTER



01 December 2025



WHAT'S NEW

We would like to congratulate our salaried GP who recently married and will now be going by the name Dr Wager (formerly Dr Cockett)



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**



CHRISTMAS OPENING TIMES:

Christmas Eve- 08:00am-16:00pm

Christmas Day- Closed

Boxing day Closed

27th December- usual opening hours



Meet The Team

Meet our Reception team

Our admin/reception team is comprised of the secretaries and coders we've introduced in previous newsletters our lovely Ellie, Judith, Natalie, Deborah and Sarah. Our team also includes:

Diane: Always the friendly face of the office, Dianne keeps everything running smoothly with her signature bright smile.

Collette: A proud Lancashire lass with a cheeky sense of humour, Collette brings a spark of fun to every day.

Alice: Currently on maternity leave, Alice is busy enjoying precious time with her beautiful new daughter.

Lynne: Our resident green thumb, Lynne nurtures her allotment—and occasionally spoils us with fresh eggs from her beloved chickens.

Libby: The newest addition to our team, Libby keeps us laughing and can out-dance us all with ease.

Joanne R: Often found jetting off somewhere warm, Joanne is our sun-chaser—likely with a vodka tonic not too far away.

Joanne S: Another of our office jesters, Joanne loves exploring adventurous new destinations whenever she can.



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

- 📞 6,775 inbound calls received, with an average wait time of 3 minutes 10 seconds.
- ✗ 70 'Did Not Attend' appointments — a positive improvement from last month.
- 💻 433 eConsultations submitted.
- 🏥 1,744 face-to-face appointments completed.
- 📞 184 telephone appointments held.
- 🏡 112 home visits carried out.

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

6,775
inbound
calls

3m 10s
call
queue

70
appt
DNA

433
econsults

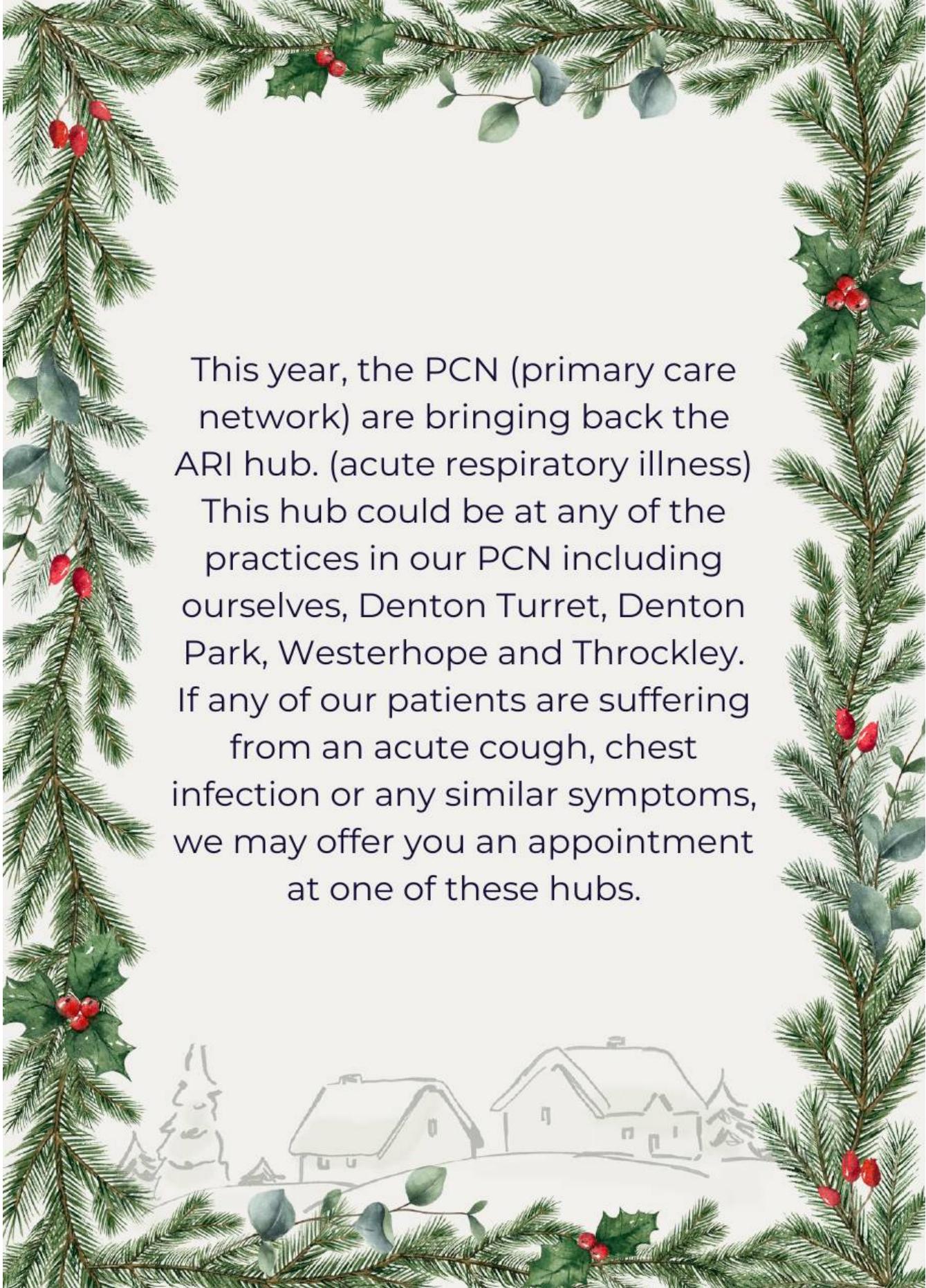
1,744
F2F
appts

184
phone
appts

112
Home
Visits

362
referrals
made





This year, the PCN (primary care network) are bringing back the ARI hub. (acute respiratory illness) This hub could be at any of the practices in our PCN including ourselves, Denton Turret, Denton Park, Westerhope and Throckley. If any of our patients are suffering from an acute cough, chest infection or any similar symptoms, we may offer you an appointment at one of these hubs.



MERRY
CHRISTMAS!

This year, we are collecting toiletries to support women in need over the Christmas period. If any of our patients would like to contribute, we kindly ask that all donations be handed in by 19th December. We will also be taking part in Christmas Jumper Day on 11th December, and we'd love for you to join in the festive spirit!



Looking after your mental wellbeing this Christmas

Prioritise self-care

- Set boundaries: Don't feel pressured to say "yes" to every invitation or expectation; it's important to protect your own time and energy.
- Maintain routines: Stick to regular sleep and meal schedules as much as possible to maintain stability.
- Engage in enjoyable activities: Make time for things you enjoy, whether they are festive or not. This could include listening to music, watching a film, baking, or going for a walk.
- Take breaks: Schedule time for yourself to de-stress and recharge, especially during busy periods.

Manage expectations

- Avoid comparisons: Social media and advertising can create unrealistic expectations. Remind yourself that your Christmas doesn't have to look like anyone else's.
- Be realistic about family gatherings: Adjust expectations for family events, especially if you don't see each other often, to prevent added pressure on potentially strained relationships.
- Accept your feelings: Acknowledge and accept your emotions, whatever they may be, including sadness, stress, or loneliness. They are valid, even if they don't align with the "perfect" Christmas narrative.

Connect and seek support

- Reach out to others: Make plans with loved ones to combat loneliness, or simply call or text to check in with them.
- Acknowledge grief: If you have lost someone, it's normal for grief to come in waves. It's okay to experience joy even when you are also experiencing grief.
- Access support services: Don't hesitate to seek help if you are struggling. You can call the Samaritans on 116 123 or text SHOUT to 85258 for free, 24/7 support.



Dr Cockett will
now be practicing
as Dr Wager

Our lovely staff members
Amy, Ellie and Debbie
have done a fabulous job
decorating the practice
for Christmas

Things to look out for this month

We will be doing
a Christmas
Jumper day on
Thursday 11th
December.



We welcome
Libby our newest
member of our
admin team.



Christmas OPENING TIMES

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|----------------------|---------------------|
| Wednesday 24.12.2025 | 8am- 4pm |
| Thursday 25.12.2025 | Closed |
| Friday 26.12.2025 | Closed |
| Monday 29.12.2025 | Usual opening hours |
| Tuesday 30.12.2025 | Usual opening hours |
| Wednesday 31.12.2025 | Usual opening hours |
| Thursday 1.1.2026 | Closed |
| Friday 2.1.2026 | Usual opening hours |

