

ST MARTINS GATE SURGERY

Issue 51

February 2019



**St Martin's Gate Surgery
And Haresfield Surgery
Patient Participation Groups**

Invite you to an awareness talk about

**LIVING WITH:
MENTAL HEALTH**

**At Turnpike House Medical Centre
(to be held in the boardroom)**

On Monday February 11th 2019 from 6pm to 7.30pm



If you are interested in attending this talk, please email the PPG chairman colin.major@talktalk.net or haresfieldppg@yahoo.com.

Alternatively leave your details with the receptionist at either surgery.

The guest speaker will be Sarah Colloby of the Worcestershire Well Being Hub. Sarah will be giving an overview of Mental Health and how to recognise symptoms and how to get help.

DO YOU HAVE A NEW MOBILE PHONE? HAVE YOU RECENTLY MOVED HOUSE? PLEASE UPDATE US WITH YOUR NEW CONTACT INFORMATION AS SOON AS POSSIBLE

Patient Participation Group

Patient Participation Group are still holding their drop in sessions. These are a great way to get your opinion across on how we can improve our services to benefit you, the patient.

Why not pop in, say hello and see if they can help you in anyway. They are available in reception to speak to you on the following dates:

- Monday 4th February -am @ St Martins Gate
- Monday 25th February - am @ St Peters

The next Patient Participation Group meeting is being held here on Wednesday 6th February at 5.30pm It's an open invitation to all patients, so if you would like to attend, please report to reception by 5.30pm.

With walking you don't have to do a lot to reap the rewards, to find your local health walk scheme go to: www.walkingforhealth.org.uk

The minimum recommendation from doctors to keep your body healthy and prevent illness as heart disease, cancer and diabetes is 150 minutes of activity a week.

So you could look at that as just 30 minutes a day, 5 days a week – and you can break that down into chunks of ten or fifteen minutes at a time if you like.

Public Health England have produced an infographic based on the UK Chief Medical Officers recommend levels of physical activity guidelines which you can find here



NEW TELEPHONE SYSTEM

As you will all know, our new telephone system was deployed on December 11, and so far seems to be a great success!

The feedback we have already had from patients is that it is so much more efficient than the previous one. As with all things technological we can now gain a better understanding about how our patients use the telephone systems.

FACTS & FIGURES

From December 11 to December 31 (over a 13 day period -taking into account Christmas Holidays).

The total number of inbound calls received were **5293** of which **4258** calls were being directed to our main line number 01905 363351.

Staff coped remarkably well with answering calls with the number of missed calls only being **226**.

It would be no surprise to most that the busy times of the day are first thing in the morning, between 8-10am with the number of calls received being **1918** over a 13 day period (taking into account Christmas Holidays).

Did you know you can sign up for patient access on line? Please ask our receptionist for the details of how to register, this will allow you to book your own appointments on line.