**THE PARISH FIELDS PRACTICE**

**DECEMBER 2024 NEWSLETTER**



Welcome to our final newsletter of 2024.

**November Activity Summary**

The Practice had another very busy month in November, receiving over **3,600** telephone calls and almost **2,400** online requests from patients.

We booked over, **6,000** appointments during the month, achieving an attendance rate of **97.5%,** with **152** appointments booked but not attended during the month.

During October and November our Nursing Team have administered over **3,000** flu and Covid-19 vaccinations. If you are eligible, have not yet had a flu vaccination and wish to have one, then please contact the Practice to arrange an appointment.

**Telephone System Upgrade**

The upgrade of our telephone system was completed in November. The new system integrates more closely with our clinical system, making it more efficient of our Reception Team to use.

For patients the upgraded system has introduced a callback facility. This gives patients the option to request a callback if they are 4th or higher in the telephone queue. The system will then ensure a callback is made at the same time that the caller would have reached number 1 in the queue, thereby saving them time holding on to a call. If you do take advantage of this callback facility, please ensure that you have your mobile on, or are near to your landline so that you do not miss the call.

**Enhanced Service for patients without online access**

November also saw the launch of our enhanced service for patients who do not have online access, or do not fund using inline services easy.

The service is **available 24 hours per day, 7 days per week** and is accessed by dialling the Practice on the main telephone number (01379 642023). There is no queueing on this option, regardless of how many patients are calling at the same time. The automated service is accessed via option 1.

The options which are available on this automated service are:

1. Checking the time/date of any pre booked appointments
2. Cancelling an already booked appointment
3. Requesting repeat prescriptions
4. Requesting an appointment (this part of the service operates from 06:30-09:00 on weekdays excluding Bank Holidays in a similar manner to our online requests)
5. Referrals to Pharmacy First for the following conditions:

sinusitis.

sore throat.

earache.

infected insect bites.

impetigo.

shingles.

uncomplicated urinary tract infections in women.

The system will be further developed in 2025 to enable patients to book appointments when contacted by the Practice, as well as vaccination appointments.

We hope that you find this new system helpful, especially if you do not currently have online access or prefer contacting the Practice by telephone.

**Patient Participation Group (PPG)**

I would like to take this opportunity of thanking the Parish Fields Patient Participation Group (PPG) for all their support in 2024.

The PPG plays an important role in being a voice for patients and holding the Practice to account.

Members of our PPG also helped recently with on the day logistical support at our flu and Covid-19 vaccination clinics.

We do have 1 vacancy for the PPG for 2025, so if you would like to be involved please do not hesitate to contact the Practice or enquire via our website (<https://parishfields.co.uk/surgery-information/patient-group/>)

**Christmas and New Year Opening Hours**

The Practice opening hours over Christmas and New Year are as follows:

**Tuesday 24th December 2024 08:30 – 18:30**

**Wednesday 25th December 2024 CLOSED ALL DAY**

**Thursday 26th December 2024 CLOSED ALL DAY**

**Friday 27th December 2024 08:30-18:30**

**Saturday 28th December 2024 CLOSED ALL DAY**

**Sunday 29th December 2024 CLOSED ALL DAY**

**Monday 30th December 2024 08:30-18:30**

**Tuesday 31st December 2024 08:30-18:30**

**Wednesday 1st January 2025 CLOSED ALL DAY**

**Thursday 2nd January 2025 08:30-18:30**

**Friday 3rd January 2025 08:30-18:30**

**Outside Practice opening hours please telephone 111 for medical assistance**

**At all times, in the event of a medical emergency, please telephone 999 and ask for the ambulance service**

Finally, I would like to thank the incredible team at Parish Fields who have all worked tirelessly in 2024 to do everything in their power help our patients every day.

As the numbers of telephone calls, appointments and online requests in these newsletters demonstrate, the demand on the Practice remains consistently extremely high but, notwithstanding this, the team here is unfailingly positive and totally focussed on the care of each of our 8,250 patients.

We would like to wish all of our patients a peaceful Christmas and a happy and healthy New Year.

Simon Round

Practice Manager

11th December 2024

