



Parish Fields Newsletter April 2024

As we mentioned in our last practice newsletter, we have said goodbye to our previous Practice Manager, Debra. We would like to welcome our new Practice Manager, Simon Round, who joined us at the start of March. Simon is looking forward to working with the excellent Practice team here at Parish Fields, and speaking with as many patients, as well as the PPG, to obtain as much patient feedback as possible so that we can continue to enhance the care we provide all our patients. Welcome aboard Simon!

We will sadly be saying goodbye to our Nurse Practitioner Anne Lingley this month. Anne is retiring, and we wish her a long and happy retirement, thank you for all your hard work, Anne! We still have our other Nurse Practitioner Sarah Ireland with us, and our Practice Nurse Diane Bryan is underway with her training to become a Nurse Practitioner.

From mid-April through to June we will be offering spring Covid boosters to eligible patients, including those in elderly care homes, housebound patients, and immunosuppressed patients of any age.

We have a Patient Participation Group (PPG) here at the Practice, made up of registered patients who are willing to give some of their time to help us further develop and improve the Practice. We are looking for new members; if you would like to sign up, please fill in the form on the Practice website or contact the Practice Manager.

We have unfortunately had a significant number of patients who did not attend (DNA) their appointments in recent months. In December 2023 we had a total of 180 patients who did not attend their appointment, in January 2024 there were 160 patients who did not attend, and in February 2024 there were 159. This totals 499 in a period of 3 months, which equates to a loss of 16 clinical days' worth of appointments.

Please can we urge all patients to cancel their appointment in advance if you cannot make it. Patients are sent a reminder via text message which has an option to cancel, or you can cancel via our website <https://parishfields.co.uk>

We would like to remind patients that you can book appointments via a Footfall request on the Parish Fields website (address above). The request forms are open from 06:00am each weekday that the Practice is open. Our Reception team will willingly show any unsure patients how to access this system. This avoids sitting in a queue on the phone, and all requests will be responded to in a timely manner.

Could we also remind patients to ensure you check in to your appointment on arrival at the Practice by using the check-in screen near Reception. If you have any difficulty doing this, please advise a member of the Reception team that you have arrived for your appointment.

Parish Fields Practice