



Middlewood Partnership Newsletter

Welcome to the latest edition of our newsletter which includes information about vaccination clinics and continuity of care

COVID / Flu Vaccination Clinics

As flu season rapidly approaches, Middlewood has scheduled its annual run of Flu Vaccination clinics. This year, to save our patients time, we are also administering the COVID jab at the same time for those patients who are eligible to receive one.



Dates have been scheduled throughout October and November, and all of the remaining clinics will take place at the **Poynton Civic Hall**.

Date	Time
Mon 9th October 2023	13:00 - 17:00
Wed 11th October 2023	09:00 - 17:00
Sat 14th October 2023	09:00 - 13:00
Mon 16th October 2023	13:00 - 17:00
Mon 23rd October 2023	13:00 - 17:00
Wed 25th October 2023	09:00 - 17:00
Sat 28th October 2023	09:00 - 13:00
Mon 30th October 2023	13:00 - 17:00
Sat 4th November 2023	09:00 - 13:00
Mon 6th November 2023	13:00 - 17:00

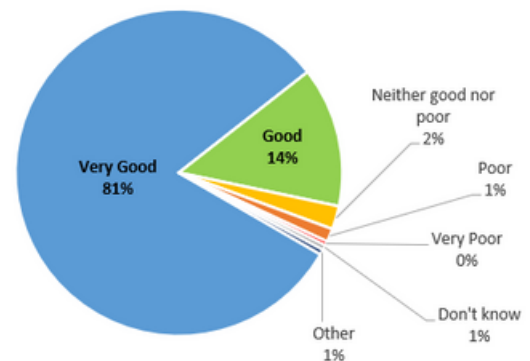
Eligible patients whose mobile details are up to date will be **invited to book an appointment via text message**; those without a mobile number will receive a telephone call instead.

For patients attending these clinics, we kindly ask that you only arrive at your appointment at the time stated, as this helps to keep queuing to a minimum and maintain spaces in the car park.

Having your say

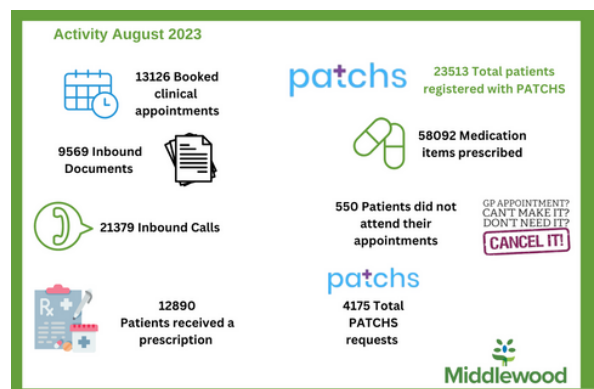
Middlewood deeply values the feedback of our patients, and so we have begun to send out a 'Friends and Family Test' survey patients via text message following each appointment with the practice.

We are delighted to report that **95% of respondents** in September rated their experience with the practice as **'Very Good' or 'Good'!**



Thank you to everyone for sharing their thoughts; patient feedback is vital to helping us monitor and improve our services, and also provides a great boost to our colleagues when feedback is so largely positive!

August Activity



Above is a summary detailing the amount of activity provided by the practice in August 2023. We sincerely appreciate all of your continued patience and support.

Successfully establishing Continuity

In 2016, the Royal College of General Practitioners published a paper expanding on the benefits of patients routinely seeing their preferred or usual GP and establishing continuity of care.

Their paper stated that **“Patients who receive continuity of care in general practice have better health outcomes [and] higher satisfaction rates”**, and so in December 2022, Middlewood made the decision to move towards this continuity-based model of care.

What is continuity of care?

When we talk about “continuity of care”, we’re talking about our ability, as an organisation, to help build a lasting relationship between our patients and their GP.

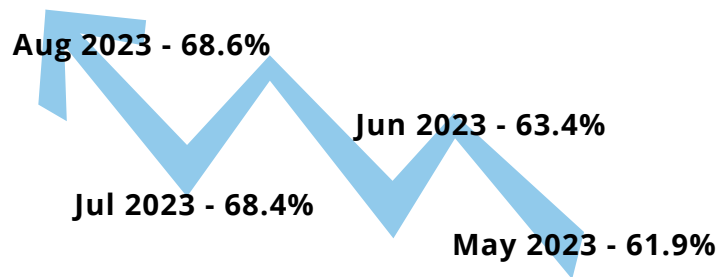
While we appreciate that one person can’t administer everything that a patient requires, their usual GP can act a “co-ordinator” for their care – helping successfully navigate a patient through various treatments by having a better understanding of their overall health and needs.



Routinely this means that our Patient Service Advisors will **primarily aim to book patients in with their usual GP** for any ongoing health concerns. This may mean that you have to wait a little longer for an appointment, though staff will also utilise appointments with other healthcare professionals for more specific or urgent needs.

As such, it is vitally important that our Patient Service Advisors understand the problem you’re currently experiencing; please understand that **this team are required to ask questions about your problem** so that they can find the most suitable appointment and help save you returning to the practice unnecessarily.

Since launching the continuity model in December 2022, Middlewood has only seen progressive improvements on the numbers of patients being seen by their usual GP, as shown by the statistics below.



Through our commitment to continuity of care, Middlewood is dedicated to delivering both compassionate and consistent care to you and your families.

You can find more information about our continuity model by scanning this QR code or by visiting our website:



<https://middlewoodpartnership.co.uk/continuity-of-care/>

eNewsletter is coming!

Would you like to receive our quarterly patient newsletter directly to your email account? How about information about healthcare events in the local community, or surveys to help improve the quality of our services?

Scan the QR code or follow the link below to **add your email address to our distribution list**, and starting with our Winter 2023 edition, we will email you a copy of the newsletter, along with other small updates that we think would be beneficial to our patients.



<https://middlewoodpartnership.co.uk/middlewood-distribution-list/>

Rest assured that your email address will be held securely: it will not be sold or shared, and will solely be used to keep you updated with developments and news surrounding the practice and our services.