

CASTLE MEAD MEDICAL CENTRE - FEBRUARY 23 NEWSLETTER



Castle Mead Medical Centre aims to work in partnership and provide 'outstanding' care for their patients and this newsletter is a commitment from us to develop our communication. In this monthly newsletter we will highlight important local and national issues that affect your healthcare and help us to develop services throughout the surgery and the local community.

Appointment Data:

In February 2023 we provided 4935 appointments of which 4040 were face to face appointment. Recent data shows we are one of the highest performing practices in Leicestershire with 83% of our patients getting a face-to-face appointment. Statistics also show 58% of our patients are getting an appointment on the same day with the average wait time for appointments being 1 day.

DNAs (Did Not Attend):

February 2023 – Unfortunately, there were still 180 missed appointments totalling approx 100 hours of clinic time that could be used by other patients registered to the practice.

Additional Clinics and Appointments:

Extended Access/Respiratory Appointments: The practice has Extended Access appointments and available to our patients via our partnership with the Hinckley and Bosworth Federation. These appointments are available outside of our core hours, which are after 6.30pm and on a Saturdays.

Blood Pressure Clinic: We currently have a Blood Pressure Clinic being run at Maples. If you have received an invite, please call the Castle Mead or Pine Close to book in.

Community Pharmacy Scheme: Please remember that a lot of appropriate issues you have like hay fever, water infections, etc can be sorted by your local pharmacy, rather than using your GP. We will offer patients one of these appointments if we feel they are appropriate.

If you are offered any of the additional appointments, please consider it.

Providing Outstanding Care to our Patients

Happy Birthday to our PPG:

Our **Patient Participation Group** was 15 years old on March 6th and on behalf of the partners we would like to thank all of those past and present members for their contributions over the years. There are too many people and positive projects that have been completed over the years to name each individually however we can assure you that your efforts have set the foundation for the PPG to thrive in the future.

CASTLE MEAD MEDICAL CENTRE

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% of appointments which are face-to-face

83%



England Average

Rank 1,614 out of 6,379 surgeries in England.

% of appointments which are on the same day

58%



Rank 959 out of 6,379 surgeries in England.

Typical number of days wait for an appointment

1 Day



28+ 22-28 15-21 8-4 2-7 1 Day Same Day