

Mansfield Medical Centre



SURGERY NEWSLETTER

July-September 2024

Checking system

We have brought back the checking system to save you time when booking in for your appointment.



When you have confirmed your personal details, you will be offered the opportunity to record data, such as height, weight, BP and whether you smoke or not.

Member of staff has left.

After 16 years, it is with sad news to advise you all that Sue has decided to leave the practice.

Sue worked in several areas of the business, from working in reception, admin to then working as the registration lead for the practice.

We wish Sue well in all she does in the future.

Using the NHS APP

We are here if you need any help downloading the NHS APP or a better understanding of how it works. If you have any questions, please contact the practice.

Please see below a video and information provided by NHS England explaining the benefits of the NHS APP

[Video: Get more control of your health and care. Get the NHS App.](#)

[More information about the NHS App here.](#)

Receive messages from your GP in the NHS App

The practice may use the NHS App to contact you about your health or online appointment

 Communication you can trust stored securely

 Turn on your notifications in Account and Settings to set up



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Protected Learning Time



The surgery closes for important staff mandatory training for clinical and non-clinical staff, on the following dates from 12:30pm

Wednesday 18th September 2024

Wednesday 9th October 2024

Wednesday 20th November 2024

The surgery will open at the normal time the following morning.

Join the PPG



The surgery meets on a quarterly basis.

If you would like to get involved please either complete the PPG form online at <https://www.mansfieldmedicalcentre.nhs.uk> or email Mansfield.medical@nhs.net and we will contact you with further information.

Help us improve.

We have had a good response from you about the services we offer, and this is reflected in your feedback, with 70% rating the service very good/good over the last three months.

We do strive to achieve to a great service here at Mansfield Medical Centre and we would like to thank you for your comments, so we can get a better understanding of the 7% who feel the service could improve.

Positive feedback from our patients

"The Mansfield team are excellent and always very helpful."

"Fast response to request and friendly manner of staff"

"It's nice to not wait on the phone."

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Tell us how we doing
We listened to your
feedback/suggestions!



We all work very hard at Mansfield Medical Centre to provide a high quality and responsive service.

Please use the link below to provide us with your feedback.

<https://www.mansfieldmedicalcentre.nhs.uk/FriendsAndFamily/>

Thank you for all your suggestions/feedback over the last few months, we have listened and acted. The main bit of feedback we received was that the reception / waiting area needed a refresh. We have worked with a local painter, and they have painted and refreshed these areas of the building.

Additionally, we also have brought back the checking system following your feedback.

Please continue to give your feedback, as we do read them all.

