

## SURGERY NEWSLETTER

### March 2024

#### The surgeries opening times for Easter



(Friday March 29<sup>th</sup> –  
Tuesday 2<sup>nd</sup> April)

**Good Friday – Closed**  
**Saturday – Closed**  
**Sunday – Closed**  
**Easter Monday – Closed**  
**Tuesday – Open as Normal**



#### 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](mailto:Mansfield.medical@nhs.net) and we will contact you with further information.



#### The POD is closing



You may be aware that the POD service will stop on 31<sup>st</sup> March 2024.

We ask our patients who currently use POD to request their repeat prescriptions using the NHS App from this point onwards.

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.](#)



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#### Protected Learning Time



The surgery closes for important staff training on the following dates from 12:30pm

**March 20<sup>th</sup> 2024**

**April – 17<sup>th</sup> 2024**

**May - 22<sup>nd</sup> 2024**

**June - 26<sup>th</sup> 2024**

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

#### Help us improve

Total count of Friends and Family Test feedback

1917

|                        |                   |                                   |
|------------------------|-------------------|-----------------------------------|
| Very poor<br>98 (5%)   | Poor<br>120 (6%)  | Neither good nor bad<br>315 (16%) |
| Very good<br>690 (36%) | Good<br>563 (29%) | Don't know<br>131 (7%)            |

We have had a good response from you about the services we offer and this is reflected in your feedback, with 65% 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 11% who feel the service could improve.

#### **Positive feedback from our patients**

"Mansfield team are excellent and always very helpful"

"The Mansfield team are excellent"

"Because doctors and nurses do their best for you"