MORTIMER MEDICAL PRACTICE NEWSLETTER

July 2024

Issue No. 64



Welcome to the Summer edition of the Newsletter. Sadly we said goodbye to Dr Andrew Black in June. He will be missed by us all. We thank him for all his support and care he has given the practice and patients for the last 23 years.. We wish him luck in his new venture setting up and running a private GP service in the Nuffield.

Practice News

⇒ Congratulations to Ivone who has completed her degree in leadership.

⇒ We will be welcoming 2 new members of staff to the dispensing team, both Claire and Kate will join us later in July

⇒ Dr Black retired at the end of June, although he may pop up now and again supporting us.

⇒ We have welcomed Dr Verity Oloro to the GP team in May and will also be welcoming Dr Neda Abyneah later in July.

⇒ A huge congratulations to Layla who has been named as a winner in the Young Hearts CPR Heroes list. Outstanding achievement.

Repeat Prescriptions

If you would like to be added to the forward ordering list please speak to the dispensary. This means that your prescription will be ready to collect each month without you having to do anything.

If you prefer to bring your script to the surgery each month please ensure the medication you want has been ticked on the repeat slip and it is placed in the box situated outside each surgery.

A day in the life of the Practice Sectary

We thought we would bring to you what some of the roles do at the practice from day to day. We will begin the journey with a spotlight on Emily our Practice Sectary.

Emily is an integral role to our team . Her main responsibilities include typing up the correct referral forms that the clinicians make each day. She does have to keep up to date with the frequent amendments to these referral forms and where they need to be sent. She keeps track of waiting times and is in constant liaison with Secondary Health Care. She will type up all correspondence for the Clinical Staff and supports the Practice Manager.

Emily will also step onto Reception during times where we are short staffed and will often volunteer to cover at short notice whilst juggling her main responsibilities. She helps handle around 6000 calls per month signposting and making appointments for patients. The Practice has over 1000 letters sent every week from the Hospital and other medical care givers, Emily is part of a small team who ensures the letters are processed and sent to the clinician to review and make any changes consultants or specialties have asked for.

More recently Emily has shown a keen interest in management and supporting the Practice Manger and the Assistant Practice manager in times of absence. More recently she has completed an external course to help her develop her skills and to her credit, in her own time, she has just started a degree in leadership.

Parking at Kingsland

Parking remains an issue at Kingsland with more cars being damaged last month in the Surgery carpark and the Coronation Hall carpark. Please take care when manoeuvering around. We ask that you do not double park or park along the wooden wall as it makes it difficult for cars that have parked in marked spaces.

Did not attend a Booked Appointment (DNA)

From January 2024 we have had 704 missed appointments where patients did not attend.

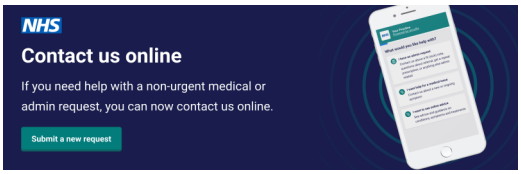
This is equivalent to **almost 15 days** of clinic time wasted.

We do understand that at times you cannot attend your appointment. We kindly request that you let the surgery know as soon as you can if you cannot attend your appointment.

Surgery Closure

The surgeries and dispensaries will be closed on the afternoon of the **17 July 2024** from 12pm and re-open 8am(8:30 Branches). This is for essential training. There will be a Receptionist available for urgent calls until 6:30pm and dial 111 as normal, after 6:30pm.

Next training afternoon where the surgeries and dispensaries will be closed will be 17 October 2024.



Repeat Prescriptions

Please allow **72 hours** for your repeat prescription to be ready (this does not include weekends and Bank holidays) It needs to be dropped off before 2pm (Mon-Fri) to guarantee the 72 hour turn around.

If you order online, please indicate which surgery you would like to collect from.

Dispensary is **closed** Saturdays, Sundays and Bank Holidays.

Bank Holiday Closures 2024/25

August Bank Holiday 26 August 2024

Christmas 25 and 26 December 2024

New Years 01 January 2025

Visit our website or join our Facebook group to receive up-to-date information about the practice and what is happening.

The Website is; www.mortimergpsurgery.co.uk **Or** Search Facebook for 'Mortimer Medical Practice'.