

CASTLE MEAD MEDICAL CENTRE – SPRING 2025 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 quarterly 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.

A welcome from our PPG for 2025:

Our **Patient Participation Group** was 17 years old on March 6th 2025, and we are still going strong now. We are currently looking for new members to help shape the future of the practice and welcome any application. To do so please contact Nick Cameron via

castlemead.medicalcentre@nhs.net

Our New Website:

We have a new website which we are hoping patients will access for all of the information you need to access services and reduce time spent on the phone. You can find us on:

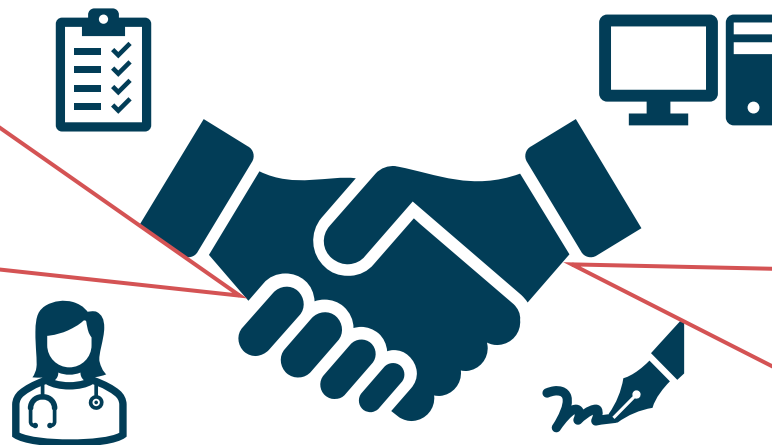
<https://www.castlemeadmedicalcentre.co.uk/>

Facebook:

We have now had a Facebook page for 24 months and have 750 followers. We are encouraging those who can, to like our page and keep up to date with everything we are doing. To like us please visit the **castle mead medical centre and pine close surgery** facebook page.

Practice Event Success:

On September 30th 2024 our PPG organised an open afternoon event for our patients to come into the practice and see what additional services can be accessed. Services who attended the day including Hinckley and Bosworth Borough Council Mental Health and Active Services, our Social Prescribers, Health and wellbeing coach, practice pharmacists and Federation Care Coordinators who provided some advice for young carers. There were approx. 150 patients attended on the day, which is fantastic. **We will be looking to organise something bigger and better for 2025 so watch this space.**



Providing Outstanding Care
to our Patients

Spring Covid Boosters for Over 75s:

If you are over 75 on April 1st 2025, then you are likely to be eligible for a Spring Covid Booster. We will be holding a one off first come first served vaccination clinic on:

- Saturday May 10th for our Hinckley Patients or
- Monday May 12th for our Stoke Golding Patients.

If you are eligible, you will be contacted by text or by landline if you do not have a mobile phone and offered an appointment.

If you want a vaccination sooner or are not available for our clinics than the above date's then you can contact the national booking service to book one. Please see the website for further details.

2024 Friends and Family Data:

Review of 2024 Compliments and Friends and Family Data

During this period, we had 286 patients send in F&F reviews and the breakdown is:

Very Good = 270 - Good = 9 - Neither Good or Bad = 2

Poor = 2 - Very Poor = 2 - Don't Know = 1

This 94% of the patient who completed a F&F test through the

services were Very Good. There were 16 reviews which were not in the Very Good category. **Themes were:** Phone wait times, Queue waiting times, More available appointments, Reception Temperature, Staff attitude, Car Parking and a Prescription Query were the reasons for a drop in score. All of these items will be reviewed and we will look to make changes where possible and report back.

2024 Appointments Data:

In 2024 we did 70,576 appointments which IS AN EXTRA 10,000 more than in 2023!!!!

- 57,598 were face to face (82%, compared to 68% Nationally)
- 10,219 were telephone consultations (14%, compared to 26% Nationally)
- 27,212 were GP appointments.
- 39,485 were same day appointments (68% of the total)
- Patient Registrations - Our patient registrations have also increased to 10,858 up from 10614 this time last year.

DID NOT ATTENDS:

There were unfortunately 1757 DNA's (did not attend) To confirm Castle Mead have a strict 3 strike rule as a policy and letters or texts are sent out to patients who do not attend their appointments. If someone has had a 3rd letter which could mean removal.