

Date: 11th December 2024

Dear

Please may we provide a quick update on Grasmere Surgery: -

Performance

We are going into our busiest season; however, we would like to inform you that: -

- Since April, we have seen 99.6% patients for a routine appointment within two weeks; we have had 634 emergencies on the day GP appointments*.
- Since September 2024, we have administrated – 285 Respiratory Syncytial Virus Vaccines*.
- Since October 2024, we have administrated - 1495 flu vaccines*.

Additionally, once a year, GP Patient Survey collects patient data across the country to see how they feel their surgeries are performing. Our results were amazing, and a big thank you to all our patients who completed this surgery. We were ranked 2nd out of 27 practices, as mentioned the Leigh Journal - <https://www.leighjournal.co.uk/news/24518941.leigh-atherton-tyldesleys-best-worst-performing-gp-practices/>

Staffing

Unfortunately, over the last year, we have had a few staffing changes due to staff personal circumstances, and staff long term absent.

However, we are pleased to announce that we have recruited 4 new staff to our team - Practice Nurse, Jodie, and 3 new receptionists. Training is on-going with each receptionist, which I hope you appreciate does take time as there is a lot to learn.



Holiday opening and closing times.

Please kindly note our opening and closing times over the holiday period are: -

Tuesday 24.12.24 closed from 1.30pm*

Wednesday 25.12.24 Closed all day

Thursday 26.12.24 Closed all day

Friday 27.12.24 open from 8am to 6.30pm

Monday 30.12.24 open from 8am to 6.30pm

Tuesday 31.12.24 closed from 1.30pm*

Wednesday 01.01.2025 Closed all day

Thursday 02.01.2025 8am to 6.30pm

Friday 03.01.2025 8am to 6.30pm

PPG Chairman – Adrian D’Arcy

Adrian has tried to contact some of you to discuss the PPG future agenda, however, he is conscious that you would not know his number. Therefore, he has asked me to pass on his details for you to contact him – Adrian’s mobile number is 07394184761 and his email address is bovits@ymail.com, or for you to send your details to him.

We have 16 Patient Participation members so please get in touch with Adrian, or ourselves if you would like to add something to the agenda and or have any suggestions.

Adrian is trying to ascertain what date/times suits us all best, and when there is a free room at Grasmere. He has some excellent proposals so please contact him to discuss further. Additionally, Adrian will be in touch in the middle of January 2025 to confirm dates and an agenda.

Finally, Grasmere GPs and staff would like to wish everyone a peaceful, happy holiday and New Year.

Warm regards

Sue

Practice Manager



- Figures correct @ 09.12.24