MESNES VIEW SURGERY

Mesnes Street

Wigan

WN1 1ST

 Telephone: 01942 807670



Spring 2024

NEWSLETTER

Easter Holidays and

May Bank Holidays

Friday 29th March

Monday 1st April

Monday 6th May

Monday 27th May

www.mesnesviewsurgery.co.uk

PATIENT ACCESS

Follow up Patient Access Survey Results

Thank you to all the patients who completed the survey in February. Survey

comparison with the results from August 2023 :

 Aug 23 Feb 24

Getting through to a receptionist 88% 85%

on the telephone said it was easy said it was easy

Use the Website to look for 58% 62%

information said it was easy said it was easy

Were you satisfied with the 96% 95%

appointment offered were satisfied were satisfied

Overall experience in making 95% 97%

an appointment were satisfied were satisfied

Overall experience with the 98% 97%

Practice were satisfied were satisfied

The practice is very pleased with the results and we feel we have maintained the standard.

We have, however, taken note of your comments via the survey or in person regarding the telephone system, and the practice has agreed a contract with a new telephone provider. We are planning to have the new system installed by the end of June 2024.

Thank you to our Patient Participation Group for carrying out the survey



You can now follow us on Facebook

 www.facebook.com/MesnesViewSurgery/

Measles Outbreak

**Measles cases are increasing in London and the West Midlands and there are concerns this will spread across the country.**

**It is important to ensure as many people as possible are fully vaccinated against MMR:**

· **The practice is currently contacting parents whose children aged 1-5 years old have not been vaccinated with MMR**

· **Nationally, letters and texts are being sent to patients who are not fully vaccinated with MMR aged 6-25 years.  Please contact the Practice for vaccination or a clinical discussion.**

**Symptoms of Measles Fever**

 **Sore red eyes**

 **Rash**

**It can be a very serious infection for some people**

**Complications are more likely to occur in certain groups including people with weakened immune systems and babies under one year old.**

**Complications can include chest and ear infections, fits, diarrhoea and encephalitis (infection of the brain). Those who develop complications may need to be admitted to hospital for treatment.**

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**First Contact Physiotherapist**

**The FCPs can see patients with new problems such as sports injuries, joint and muscle pains. They can offer advice and support and refer for x-rays and scans if appropriate.**

**You do not need to see a GP first—Gareth is the First Contact Physiotherapist at the practice and has appointments available on Thursdays. Please speak to a receptionist if you need to book an appointment**

**RECEPTION TIMES**

**The reception is open to deal with requests for visits, Appointments, collection of repeat prescriptions and general enquiries during the following hours:-**

**Monday 08.00 - 18.30**

**Tuesday 08.00 - 18.30**

**Wednesday 08.00 - 18.30**

**Thursday 08.00 - 18.30**

**Friday 08.00 - 18.30**

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**THE NHS APP**

**There is an easier way to access your NHS Services by downloading the NHS APP to your smartphone.**

**You will be able to order repeat medication, choose your nominated**

**pharmacy, check your tests results and view your medical records**

**CONTINUED SERVICES AT THE SURGERY**

 BY APPOINTMENT

Asthma Clinic COPD clinic

Diabetic Clinic Over 75 health assessment

Heart Disease Phlebotomy

Mental Health reviews Joint injections

Post Natal Dementia reviews

Baby Immunisations Learning Disability reviews

Cytology 40-74 annual health check

Travel Vaccines/Advice

Family Planning

Counselling

Diagnostic Services: ECG. 24 hour BP. by appointment. unable to keep your appointment it is

important you let us know.

 ALL consultations at the surgery are by appointment.

**ALL consultations at the surgery are by appointment.**

**If you are unable to keep your appointment it is important you let us know so we can offer the appointment to another patient** are unable to p your appointment it is

important you let us know.