

# Quarterly Newsletter

## Practice Training

Reminder we are closed every 3<sup>rd</sup> Tuesday of the month, however in December we are closed the afternoon of the 5<sup>th</sup>.

## Bank Holiday Closures

1<sup>st</sup> January 2024

29<sup>th</sup> March 2024

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## Practice Updates

We are currently experiencing extremely high demand for our services, where possible we encourage you to seek advice from other services including, minor injuries unit, pharmacies, 111, A&E and in an emergency always call 999 or attend an emergency department.

### Did you know?

Pharmacies can give treatment for a range of common conditions and minor injuries such as:

- Aches and pains
- Sore throat
- Coughs
- Colds
- Flu
- Earache
- Cystitis
- Skin rashes
- Red eye

### Did you know?

A minor injuries unit can treat:

- Injuries to upper and lower limbs
- Bites, human, animal and insect
- UTI's
- Stomach pain, vomiting, diarrhoea
- High temperature in children or adults
- Chest, ear, skin infections

## Staff updates

We would like to welcome our new practice pharmacist Viktoria Szabo. Viktoria will be working within the medicines management team and working directly from the surgery.

We also said goodbye to our admin team leader Trudie this month. Trudie has been here at HMC for the past 24 years; we are very sad to say goodbye but wish her the best of luck in the future!

## October- Statistics

Our staff are working incredibly hard to provide you great levels of care.

- How many patients do we have?  
13,697 patients
- We answered 6,085 phone calls in October 2023.
- We have received 3,667 AskMyGP requests in the past 30 days.

## Patient Participation Group

We have an excellent group of patients who volunteer to be the voice of our patients. If you wish to join, or get involved please contact the chairman:

Please email Pat Barthram  
[mpbarthram@gmail.com](mailto:mpbarthram@gmail.com)

or speak to us at the practice.



We have now been using AskmyGP for one year. We thank our patients and staff for supporting us in the change with this new platform!

