



Welcome to our first newsletter, created for you to keep up to date with any news and information we might have. As we see in the Autumn and the days get gradually shorter we have a lot of ground to cover. We've been busy over the last few months to ensure you get the best care possible, and you can see what we've been up to below. If you want our newsletter straight to your inbox go to our website and sign up at the bottom of the home page.

Friends & Family Test

The Friends & Family Test is designed to allow you to provide feedback on the service we provide. In July 91% of those who gave us feedback said their experience was Good or Very good.

Flu Clinics

We are approaching another busy flu season, which means our first two flu clinics will be on 03/10/2024 and 04/10/2024. You will be contacted with a text message and booking link if eligible, alternatively, you could call to book your flu jab to get winter strong.

Do you follow us on Facebook?

Did you know we're on Facebook, you can follow us to keep up to date when with the latest news from us as well as regular health content to make a healthier you.



**Gravesend Medical Centre
Incorporating Chalk Surgery**

Missed Appointments

In July we had 5907 appointments booked, of which 635 appointments were not attended. That means just under 11% of July's booked appointments could have been offered to another patient. As primary care faces increasing pressure as demand continues to rise we all have a part to play, that includes cancelling your appointment if you can no longer attend.

Telephone System

Last year we introduced a new telephone system which is more reliable for you, with an improved call back system. We are always looking to improve the ways you make contact with us, therefore, we welcome any feedback you may have.



New Check In Screen

Our new self check in screen has been installed in reception which means you can skip the queue if you just need to check in for an appointment. It can be found on the wall to the left of the reception desk.

Mental Health Awareness

In the Summer we celebrated Mental Health Awareness week with a Mental health presentation on what you can do to better your mental wellbeing, covering a range of different topics including coping mechanisms and medications that can help. Thank you to those who attended, we look forward to hosting different events in the future.

Patient Participation Group (PPG)

Would you like to help us be the best we can as a practice? By joining the PPG you can bring new ideas to the table to help us treat patients better or to improve what we do in some way. Fill out the form on our website or ask in reception for more information.



Key Dates

- 09-15/09 - Know your numbers week
- 10/09 - Training (Practice Closure @ 1PM)
- 23-29/09 - Organ Donation Week
- 09/10 - Staff Training (Practice Closure @ 1PM)
- 07/11 - Staff Training (Practice Closure @ 1PM)
- 10/11 - Remembrance Sunday

kindest Regards,

The Gravesend Medical Centre Team