



# Blackwater Medical Centre Newsletter

## February 2025

### Staff Update

We have a new GP, Dr Charlotte Waite, who joined our surgery on 4<sup>th</sup> February. She is on a temporary contract initially until the end of March 2025 and works Tuesdays and Thursdays.

### Reviews on NHS Website ★★★★★

Thank you to all our patients who have given their reviews of our surgery on the NHS website. We are pleased that we have recently received so many positive comments and we are committed to improving your patient experience. Patients can use their google accounts to leave a review or go to the website at [www.nhs.uk/services/gp-durgery/blackwater-medical-centre/F81099](http://www.nhs.uk/services/gp-durgery/blackwater-medical-centre/F81099)

### Accreditation for becoming a Dementia Friendly Surgery

The surgery is delighted to announce that they have gained accreditation for becoming a dementia friendly surgery. We have been working with the Alzheimer's Society who have regularly monitored our progress through an action plan which has now been completed, although obviously this remains work in progress.

### NHS App and Account support – Let the library help.

#### Free sessions every week

Get help with setting up your NHS online account or NHS app at Maldon library. They can help you to access your NHS account, view your GP records, order your repeat prescriptions, and book NHS appointments. Visit your local library or go to [libraries.essex.gov.uk](http://libraries.essex.gov.uk) for more information.

### Maldon Day Centre

The Action for Family Carers Day Centre is now open on Wednesdays. The Day Centre provides a safe place for older people to socialise and join fun activities with trained staff and volunteers to support them. Call now to book a free taster day on 0300 7708090 or visit [affc.org.uk](http://affc.org.uk).

### Dementia Drop In Morning

Our drop in morning for patients, carers, family, and friends who are concerned about dementia was held again on Tuesday 4<sup>th</sup> February and was a success. The surgery has been running the drop in events for a year now, and they always prove very useful to some of our patients. Our dementia support clinics are also very busy and are held every second Friday of the month at the Heybridge surgery. If patients or carers wish to attend this clinic, they should leave their contact details at reception or email [blackwater.medicalcentre@nhs.net](mailto:blackwater.medicalcentre@nhs.net) and someone will contact you.

## **Do you look after someone who couldn't manage without you?**

Join Action for Family Carers on Tuesday 18<sup>th</sup> February between 10.00am – 12.30pm at The Scout Hut, Brickhouse Farm, Maldon CM9 6NG for a special information morning where you can meet organisations and access advice to help you with your caring role. Call 0300 7708090 or visit [affc.org.uk](http://affc.org.uk) for more information.

## **172 Missed appointments in January – Don't Need It, Cancel It!**

We had 6239 appointments last month but a total of 172 appointments were booked and not attended. Please ensure that if you cannot make an appointment, you inform the surgery as soon as possible, so that someone else can have your appointment. There is now an option to do this on the phone system.

## **Join our new Virtual Patient Participation Group**

It is not too late to join our new Virtual Patient Participation Group this year. If you are a patient at our surgery and would like to become more involved with our work at a level that suits you, please do not hesitate to email your name and contact details to [blackwater.medicalcentre@nhs.net](mailto:blackwater.medicalcentre@nhs.net) or leave your details at reception.

We look forward to hearing from you!

## **Friends and Family Survey- January 2025**

Our survey was completed with 294 responses and 225 rated their experience at our surgery as "Very Good". At the other end of the scale, 13 patients unfortunately rated their experience as very poor. We are looking into resolving any issues that were raised, so that as a practice we can reflect on our processes, and if necessary, make potential adjustments that would suit the practice population. We thank all our patients who took part in last month's survey. Your feedback is important to us.

## **Finally.... don't forget the pancakes!**

Shrove Tuesday falls on the Tuesday before Ash Wednesday. This year, Shrove Tuesday will be celebrated on 4<sup>th</sup> March 2025. Enjoy!

