

Marsh Medical Practice Winter Newsletter



Infrastructure Updates

Since July 2015 we have invested our own funds into improving the infrastructure of both of our sites; we have not received any NHS funds for our building works. The updates ensure MMP provides the best and safest possible environment to care for our patients. To date, we have completed 9 out of 11 clinical rooms and the upgrade of the 10th clinic room will start in February. Further refurbishments, including our dispensary upgrades and an extensive Manby surgery development, are scheduled over the next year.

Patient Participation Group (PPG)

Our PPG aims to encourage a positive relationship between our patients and the surgery. It acts as a patient voice which works constructively with the practice and helps us develop positive solutions to improve our service.

If you have any feedback or suggestions that you would like to put forward, contact a member of the PPG who will speak on your behalf at the next meeting.

If you would like to be a patient representative and help determine how MMP provides service to our community why not think about becoming a member yourself? Further details are available on our website or by asking our reception staff.

Checkout our website

If you have not already been to our site why not visit www.marshmedicalpractice.com. We provide an array of useful information including pdf downloads of all our leaflets and our patient information handbook.

Our website also provides access to book appointments online, self-certification sick notes and links to other useful sites for health and other advice. We regularly update our rolling 'News Items' on the home page with our latest news and practice updates; we also list our staff training afternoons.

Privacy

If you would like to have further privacy when speaking to receptionists or dispensers at either surgery, please ask as we can offer you a separate room to discuss your needs.

Any Feedback?

Thank you for reading our Winter Newsletter, if you have any feedback or suggestions about any aspect of our newsletter or our services, please let us know by filling out a note and putting it in our suggestion boxes which are located in our waiting rooms.



You said...



We did...

"I can't make an appointment on the day"

We now have provided many more on-the-day appointments.

"I struggle to get into surgery as I am disabled and the front doors are too heavy [at North Somercotes]"

We have installed a door bell at the front door to alert receptionists of any patients needing assistance entering the North Somercotes building.

"I work full time and can't take any time off for a doctor's appointment"

We now offer appointments outside of our core working hours. Ask reception for details.

