New Year Newsletter

January 2025



We hope all our patients had a Happy Christmas. We are experiencing a very cold start to 2025. Some welcome news for some of our patients in specific Middlesbrough postcodes who may be eligible to receive some funding to help with winter energy costs. You will receive a text message from Holgate Primary Care Network with instructions on how to apply. Please don't contact the practice as we do not have any detailed information about this funding. Those patients in eligible postcodes will receive a message in the next few days.

eConsult

We have been using the online eConsult system since the beginning of February 2024. The feedback we have received from patients is positive and we are pleased that so many of you are using this. However, we do have an increasing number of patients who are not using this and are continuing to telephone the practice or turning up at the reception desk. This means that the practice staff must complete an eConsult on your behalf. This is taking a huge amount of receptionist time and is having a knock-on effect on the waiting time to answer the telephones and assist other patients.

We will continue to complete an eConsult for patients who are elderly or vulnerable, but we will not be routinely doing this at the request of patients. If you require assistance in submitting an eConsult for the first time, then our team will be happy to talk you through it but unfortunately manpower constraints and significant demand means that we can no longer accommodate this so we would very much appreciate your co-operation with this.

Staff Goodbyes

We are very sad to announce that Hannah, from our Patient Services Administration Team has left us to return to university and Gail our Advanced Nurse Practitioner has also left for pastures new.

Patients Who Do Not Attend Appointments

Over the last year, we have experienced a significant rise in the numbers of patients who are not attending their appointments and not cancelling. This is wasting very valuable clinician time and means that patients who need to be seen are having to wait longer.

We will be re-introducing our previous policy and sending letters to patients who do not attend. If a patient does not attend on 3 occasions within a 12 month period, then they will be removed from our practice list.

We would urge all our patients to be mindful of the wasted time of a clinician and the demand we are experiencing and please cancel your appointment is you are unable to attend so that we can offer it to someone who needs it.

NEW TELEPHONE SYSTEM

We will be having a new telephone system installed week commencing 13th January. We have been reassured that any disruption to patients and our service will be minimal, but we would kindly request your patience during the installation and changeover period.