



Welcome to our relaunched Mather News.
Your health is our priority & we look forward to sharing key information with you every quarter.

We are pleased that, despite the challenges of the past few years, Mather Avenue has successfully maintained the ability to offer you 15-minute appointments.



Appointments Not Attended

Whilst we understand sensitive circumstances that can lead to being unable to inform us of not attending an appointment, it is important that those who can, do. From June 2022 to date, there have been **1264** 'did not attends' and this is not a rate we can sustain.

Summer 2023 Update

Many thanks to our dedicated patient participation group who continue to work with us to improve our service and for their recommendation that a regular newsletter would support good communications. Also in the pipeline:

- Greater clarity on our website (doctor working patterns)
- Sharing vaccination services for travel
- Introducing new staff and announcing retirements

Did you know?

You can save time getting your repeat prescription: You can order your repeat medication with the click of a button on the NHS App. You can also check if your prescription has been issued.

Get the NHS App





Why does the Receptionist need to ask what is wrong with me?

- Reception staff are important members of the team. They are trained to ask certain questions to ensure they get the most suitable care from the appropriate clinician for you.
- Our doctors have asked reception staff to ask certain questions when booking your appointment to help the smooth running of our clinics.

Here at Mather Avenue, our Reception Staff are called Care Navigators to further clarify the key role that they play in signposting you to, and booking you with, the most relevant clinician.

Thank-you for understanding



**IF YOU CHANGE
ANY OF YOUR
CONTACT DETAILS**

**PLEASE LET US
KNOW!**

Repeat prescriptions take
two full working days to process.

Please note, at busy times, it may take a
little longer.



patches

PATCHS is a new easy way to contact the surgery online
to request a sick note.

REGISTER TODAY.