



## Longfield Medical Centre Newsletter November 2023



We welcome two new members of staff to the Longfield Medical Centre team as Physician Associates.

Hayley and Georgina



*To all of our patients,*

*Having now completed a full week of online triage / appointment requests, we are very pleased to announce that through using this new model, we have seen a significant increase in appointment availability.*

**Compared to an average week in October, we offered an additional 54% more appointments last week!**

FAQs:

- *We are in no way excluding the elderly or those without internet access, reception are still available to help these patients over the telephone (please note however that we are aware that this system is currently being misused by a minority of patients, who are hampering efforts to help those in genuine need.)*
- *When completing your Patchs request, please ensure you complete the last box "when are you **unavailable**"?*
- *When your Patch's request has been read and triaged, you will receive an email/SMS. Please ensure you are looking out for this message as it may contain appointment details.*

*If you do receive a face-to-face appointment, please ensure you attend. **26 people did not attend their appointments last week.***

*Lastly, thank you for your patience as we all adjust to this new way of working. With almost 17,000 patients under our care, we will never be able to offer enough appointments, but please be assured that we are doing everything we can, to help as many of you as we can.*

**Longfield Medical Centre**

**Longfield Medical Centre will be closed on the following dates  
for Staff Training:**

**Tuesday 21st November 2023 from 12.00pm**

**Wednesday 13th December from 12.00pm**





## *Longfield Medical Centre*



Longfield Medical Centre are happy to announce that we will be a hub for food bank donations this Christmas holiday season.

These items will be donated to the Maldon Food Pantry and local families within the community who are in need.

All tinned and cupboard goods are welcome.

There will be boxes in our foyer area where donations can be placed.



### Seasonal Influenza vaccine

For those patients that are eligible for the influenza vaccine.

We still have some vaccines available, please contact reception if you wish to book an appointment

