



Mayflower Medical Centre Newsletter - June 2025

We, the team at Mayflower Medical Centre, welcome you and look forward to working with you to provide the best possible health outcomes in this climate of unprecedented demand on primary care. As the NHS continues to evolve, we commit to keeping our patients at the heart of our service.

Dr Abu-Seido, Dr Ali, Dr Al-Zaza, Dr Green, Dr Korlage, Dr Susa, and Dr Twumasi

How to access Mayflower Medical Centre

Digital Options:

Please visit our website www.mayflowermedicalcentre.co.uk to:

- Complete a quick and easy registration on **AskmyGP** to submit an urgent or routine request, or form related to a sick note, admin query, HRT or contraceptive pill or urine infections.
- Order your repeat prescription, view your health record and book in certain appointments, such as Blood Tests, Contraception Repeat, ECG, NHS Health Check and Wound Dressings on the **NHS App**.

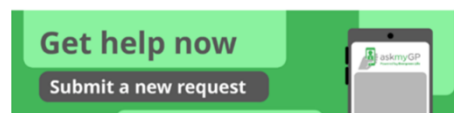
Non-Digital Options:

- **Call us** on 01255 879400 during opening hours.
- **Visit us** at 419 Main Road, Harwich, CO12 4EX during opening hours.

When the practice has reached full capacity for appointments or your needs cannot be best met by the practice, you will be referred onto alternative options, such as your local pharmacy or NHS 111.

Future of AskmyGP

All 3 practices in Tendring Primary Care Network (St James Surgery, Great Bentley Surgery and Mayflower Medical Centre) will be continuing with the digital access platform AskmyGP.



AskmyGP has significantly improved access for patients, reduced front door and telephone call queues for patients unable to use digital tools, better informed staff of the incoming demand, contributed to recruitment to better meet population needs and improved capturing daily patient feedback to make ongoing improvements.

Out of Hours Support

You do not need to wait until the next day (or Monday if you are unwell over the weekend) for us to be open to seek medical help. Please call 111 and they will advise you what to do next, such as offer an appointment at the Fryatt Hospital in Harwich over the weekend if appropriate.

Who can help me at Mayflower Medical Centre?

Alongside our GP Partners, we have a variety of clinical and non-clinical staff offering their skills and expertise to all our registered patients, of which our patient list size is currently 17,655.

We are part of Tendring Primary Care Network, alongside St James Surgery and Great Bentley Surgery, who provide additional roles to support our patients to see the right professional to meet their needs, for example:

Cancer Care Specialist Nurse – provides specialist cancer care assessments and support.

Care Co-ordinators - work with cohorts of people appropriate to population needs e.g. Carers, Veterans.

Child and Young Person Counsellor - provide specialist child/young person mental health care.

Clinical Pharmacists - have expert knowledge of medications and long-term conditions.

GP Assistant - supports doctors with basic clinical duties and routine administration.

Health and Wellbeing Coaches - provide holistic coaching to support with persistent pain.

Mental Health Practitioners - offer specialist mental health support.

MSK Specialists – assess and diagnose musculoskeletal conditions.

Pharmacy Technicians - support with any part of medications supply.

Social Prescribing Link Workers - help with a range of matters affecting your health and wellbeing.

Specialist Social Prescriber (formerly Care Advisors) - facilitate access to social care, benefits, and support.

Trainee GPs

We currently have 7 qualified Doctors who are training to become GP's, who are supervised and debriefed daily by our GP Partners who have undertaken additional Educator training. This is increasing GP appointment availability throughout the week, and we have received lots of positive feedback from both patients and staff.

Job vacancies, including Apprenticeships, are posted on www.eoepriarycarecareers.nhs.uk or our Facebook. We currently have Clinical roles advertised under 'Tendring PCN'.

Thank you for reading our newsletter. Have a good day!



Support Services for Children and their Families

Essex County Council have a directory of local and national services for children, young people and families, including 96 organisations covering Tendring.

For more information, please visit www.essex.gov.uk/children-young-people-and-families/find-support-services-children-and-their-families

Hospital Waiting Times

Once a referral letter is sent to a hospital from our practice, it is unlikely we can provide you an update about waiting times as this is dealt with by external departments. You will be contacted and/or sent a confirmation letter with the details of your appointment as soon as possible.

Please contact the department you require directly, or contact the hospital switchboard:

Colchester: 01206 74747 or **Ipswich:** 01473 712233 or via their **website:** www.esneft.nhs.uk/contact-us

Tendring Frontline

A new platform has been released in Tendring to help people find local support fast!

It's called 'Tendring Frontline' and can be accessed via <https://tendring.essexfrontline.org.uk>

Local support includes help with addiction, advice, disability, employment, mental health, older people, neurodiversity, young people and wellbeing.

Healthy Habits Hub

Free non-judgemental guidance is available for wellbeing topics including mental health, weight management, substance misuse and sexual health. Events have free tea and coffee available, free resources and the chance to enter free giveaways!

More events are to be confirmed, with the next Harwich event coming up on:

Date and Time: Thursday 3rd July 2025 9am to 5pm

Venue: The Lounge, Esplanade Hall, Harwich, CO12 3ES

Stay Well this Summer

Whilst a majority of us welcome the warmer weather, health risks can increase when it gets too hot.

For more information on seasonal advice, please visit www.nhs.uk/live-well/seasonal-health

Planned Closures

Mayflower Medical Centre, alongside all practices in North East Essex, will be closed from 12 midday on the following dates for staff training: Thursday 26th June, Tuesday 29th July and Tuesday 30th September 2025

When the practice is closed and urgent care is required, please contact NHS 111 or visit www.111.nhs.uk. You do not need to wait until the practice has re-opened for medical assistance.

We want to hear from you!

There are many ways to share your feedback with us, which we encourage to continue making practice changes:

Digital Options:

- **MMC Patient Feedback** - This form on our website is to share your views and suggestions about our service: www.mayflowermedicalcentre.co.uk/contact-us/patient-feedback
- **AskmyGP Feedback** - You will be prompted to provide feedback once you have signed up and submitted a request. This is feedback related to the AskmyGP system only.
- **NHS Friends and Family Test** - This is to tell us how likely you are to recommend us to your family and friends: www.mayflowermedicalcentre.co.uk/contact-us/friends-family-test
- **NHS Website Review** - Please share your thoughts and experiences for others to see here: www.nhs.uk/services/gp-surgery/mayflower-medical-centre/XF81019/ratings-and-reviews

Non-Digital Options:

- **Patient Participation Group** - We meet quarterly at Park Pavilion to discuss key agenda items. To join us, please ask at Reception or type in 'Patient Group' on our website to complete a form.
- **Speak to a Staff Member** - When you next call or visit the practice, we're here to listen.
- **Comments and Compliments Box** - You can also write down your comments and compliments and add them into the box on the Reception Desk.

Thank you for reading our newsletter. Have a good day!