



## **Mayflower Medical Centre Newsletter - March 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 Koralage, Dr Susa, and Dr Twumasi**

### **How to access Mayflower Medical Centre**

#### **Digital Options:**

Please visit our website [www.mayflowermedicalcentre.co.uk](http://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**.

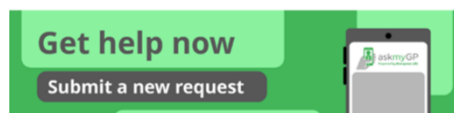
#### **Non-Digital Options:**

- **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 17,630.

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.

#### **Social Prescribers**

\*From April 1<sup>st</sup>, Tendring PCN will be directly employing Social Prescribing Link Workers for ongoing social, emotional, and practical wellbeing support for our patients following the recent CVS Tendring press release.

#### **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.eoeprimarycarecareers.nhs.uk](http://www.eoeprimarycarecareers.nhs.uk) or our Facebook.

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



## Adult Vaccinations

Adult Ages	Vaccines
65 Years	<b>Flu Vaccine</b> – given every year after turning 65. <b>Pneumococcal Vaccine.</b> <b>Shingles Vaccine</b> – if you turned 65 on or after 1 <sup>st</sup> September 2023.
70 to 79 Years	<b>Shingles Vaccine</b>
75 to 79 Years	<b>RSV Vaccine</b>

If you think you have missed any vaccinations, please contact the practice (contact information overleaf).

You can view your medicines, allergies, vaccinations, diagnosed conditions, practice appointment notes and results from tests the practice has arranged on your **NHS App**.

For more information, please visit [www.nhs.uk/vaccinations/nhs-vaccinations-and-when-to-have-them](http://www.nhs.uk/vaccinations/nhs-vaccinations-and-when-to-have-them)

## 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](http://www.esneft.nhs.uk/contact-us)

## Complaints and Issues

We aim to provide a high standard of care but recognise there may be occasions where we do not meet your expectations. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Should you wish to make a formal complaint, please do so, preferably as soon as possible after the event and ideally within a few days as this helps us to establish what happened more easily.

**All formal complaints must be submitted in writing** to the address below:

FAO Practice Manager – Fiona Gardner  
Mayflower Medical Centre  
419 Main Road  
Harwich  
Essex CO12 4EX

Please be as specific as possible about your complaint, including as much detail as you can. We wish to understand how this has impacted you/those involved and encourage you to express how you feel.

We continually look at how we can improve our standards and you will not be treated any differently because you have chosen to make a complaint.

The practice will **acknowledge your complaint within 2 working days** and follow with a thorough investigation, responding as soon as we have an outcome.

## 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](http://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](http://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](http://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!