Highgate Medical Centre

February 2024



**NHS APP**

The NHS App allows you to access a range of NHS Services. You can download the NHS App on your smartphone or tablet. Please visit the link below

https://www.nhs.uk/nhs-app/



**New cloud-based telephone system**

We start the new year with our new cloud-based telephone system. This now includes both a queuing system and a ‘ring back’ service. When calling the practice, you will now have the option to press 0 for a call back. This will hold your place in the telephone queue, but you will not be required to wait on hold. The surgery will automatically call you back when it is your turn.

So far, we have received excellent feedback regarding this. We would be grateful for your feedback, please let us know what you think when you contact us.

**Measles outbreak**

Confirmed cases of measles are rising locally in Leicestershire. If you are unsure whether you have had your two MMR (Measles mumps and rubella) vaccines, please check online using your NHS app or speak to reception. Please contact the surgery to arrange a MMR vaccine if you have NOT had 2 doses.

Friends and Family Test Feedback (FFT)

Each week we send out feedback questionnaires to a random selection of patients. If you receive this questionnaire, we would be very grateful for your response so we can understand what we are doing well and where we can improve. A selection of last month’s feedback can be found below:

* Very responsive and always manage to get a convenient appt. Reception staff very friendly and Dr's understanding.
* Good caring doctors, friendly helpful staff. Cannot fault my surgery.
* The staff are Always very helpful and friendly.
* Very caring and efficient practice. First class

UHL Walk-in smear clinic

Is your cervical smear test due or overdue?

Walk-in clinic Saturday 16th March 9am – 2pm

 Locations: Gynaecology Clinic, Ground Floor, Jarvis Building, LRI

Gynaecology Services Unit, Maternity entrance, LGH

If possible, please take your Cervical smear invitation letter with you