

MAY '26

# OneMK PCN Newsletter

## Hello and welcome to the OneMK PCN Newsletter...



### In this Issue we'll cover:

- Practice Statistics for Whitehouse Surgery and Neath Hill Health Centre
- Practice Statistics for Brooklands Health Centre
- NHS App: Why use it and how to get started
- Upcoming Calendar of National Campaigns



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## Practice Statistics for Whitehouse Surgery and Neath Hill Health Centre



Here is a look at how our team has supported you for the month of March:

- Total Appointments Offered: 6,562
- Incoming Telephone Calls: 3,653
- Processed Triage Forms: 4,437
- Administration Requests: 1,087

A message from the team: “Every number is a moment of care, every call answered, every task completed, and every query handled reflects the team’s commitment to keeping services running smoothly and patients supported.”

We also had 513 Did Not Attend (DNA) this month, which means 513 patients did not turn up to their appointment and gave no notice for cancellation. We urge patients to cancel their appointments so the slot can be offered to another patient.

## Practice Statistics for Brooklands Health Centre



Here is a look at how our team has supported you for the month of March:

- Total appointments offered: 6,817
- Incoming telephone calls: 5,274
- Processed Triage Forms: 5,791
- Medical Triage Requests: 7,326
- Administration Requests: 1,465

We also had 534 Did Not Attend (DNA) this month, which means 513 patients did not turn up to their appointment and gave no notice for cancellation. We urge patients to cancel their appointments so the slot can be offered to another patient.

A message from the team: “Missed appointments take away time from other patients who need care. Even a quick cancellation can make a big difference.”

**Help us help you:**

- **Use online services where possible**
- **Cancel appointments you no longer need**
- **Contact your pharmacy for medication queries**

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## NHS App



The NHS App is a simple, secure way for patients to access a range of NHS services from their smartphone or computer anytime, anywhere. It's designed to save time, improve access, and give patients more control over their healthcare.

### Why use it?

The app helps reduce waiting times on the phone and at reception, making it easier for everyone to get the help they need. It also puts key health information in one place, giving patients better visibility and control over their care.

### The benefits:

For patients, it means quicker access to services and greater independence in managing their health. For practices, it helps free up phone lines and staff time, allowing teams to focus on patients who need more direct support. As more patients turn to digital services, we are seeing a positive shift in how care is accessed. Online tools like the NHS App are helping reduce pressure on phone lines while giving patients faster, more flexible access to the services they need. Please see our reception staff if you need assistance on how to download the NHS App.

### How to get started

- Download the NHS App
- Register with your details
- Link to your GP practice

Start using services straight away

## Download the NHS App Today

Using the NHS App, patients can:

- Order repeat prescriptions without needing to call or visit the practice
- Book and manage appointments at their convenience
- View their medical records, including test results and vaccination history
- Access NHS 111 online for urgent health advice

By using the NHS App, patients can access services 24/7, avoiding peak phone times and making it easier to get what they need.

The NHS App is a secure platform, ensuring patient information is protected while still being easily accessible when needed.

Join the growing number of patients already using the NHS App to access services more quickly and easily.

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## Upcoming Campaign

### Mens Health Week

Mens Health Week takes places on the 8th-14<sup>th</sup> June. Led by the Men's Health Forum to raise awareness of preventable health issues and encourage men and boys to seek professional advice for health-related problems.

Key themes include mental wellbeing, prostate health, diabetes prevention, and maintaining a healthy weight. The week also promotes simple "Know Your Numbers" checks such as blood pressure, weight, and blood sugar, alongside encouraging men to seek support earlier and reduce stigma around mental health.


In the UK, resources and campaigns are coordinated by the Men's Health Forum and supported by healthcare and community partners.


# MEN'S HEALTH WEEK

MEN'S HEALTH FORUM 


**Thanks for reading the latest ONEMK PCN Newsletter. You can keep up with the latest news about your practice on their webpage or through Facebook.**

#### Whitehouse Surgery

 <https://onemedicalgroup.co.uk/surgeries/whitehouse-surgery/>


 <https://www.facebook.com/WhitehouseSurgeryMK>

#### Neath Hill health Centre

 <https://onemedicalgroup.co.uk/surgeries/neath-hill/>

 <https://www.facebook.com/NeathHillHealthCentre>

#### Brooklands Health Centre

 <https://onemedicalgroup.co.uk/surgeries/brooklands/>

 <https://www.facebook.com/BrooklandsHealthCentre>