

CHURCHSIDE MEDICAL PRACTICE

NEWSLETTER

AUGUST 2026 EDITION

INVESTMENT IN THE PRACTICE

We're excited to show you our newly renovated clinical rooms. We strive to provide great clinical rooms for both staff and patients and as some of our rooms were getting a little tired, we have been renovating. We are working towards improving additional rooms when funds are available.



We have also turned 2 admin rooms on our first floor into clinical rooms and these are already in use. This has allowed us to increase the clinical team and our appointments, so you will start and see the benefit of this very soon.

HOW CAN YOU GIVE FEEDBACK TO THE PRACTICE

If we have a relevant mobile number for you, following your appointment you will receive a friends and family text to provide feedback. You can also provide feedback via our website or request a 'Patient Survey' from our friendly Reception team.

WELLBEING PROJECT

Our Rosewood PCN 'Wellbeing Project' is a FREE course of supportive courses designed to help you build knowledge, confidence and skills to improve your wellbeing. Sessions are on Tuesdays 1-2.30pm for 90 minutes at the Salvation Army, Victoria Street, Mansfield. Please see our website for further details and how to self-refer, or for information contact:

Andrew Simpkins 07501 046338

Robert Mosley 07385 952667

SELF-REFERRALS

Are you aware that you can self-refer to various services as well as seeking assistance from Pharmacy First? Available services include; Lifestyle, Mental Health, Eye Health, Podiatry, Talking Therapies and much more. Please visit our website and search for 'self referral' to access all the information.

DIABETES SUPPORT

We work hard to ensure our diabetic patients are getting the best possible care from us. Did you know we are one of the few local GP Practices who can issue insulin which means you are not waiting for a referral to the hospital for treatment? We have a very experienced Practice Nurse whos' speciality is diabetes and the practice is also supported by a Diabetic Specialist Nurse for the more complex patients.

JOIN OUR PATIENT PARTICIPATION GROUP (PPG)

A PPG is a group of volunteer patients, carers and GP Practice staff who get together to discuss and improve the patient experience, and to learn about the NHS and your GP practice. If you would like to join our PPG please contact us or advise reception.

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TEAM DEVELOPMENTS

From August 2026 we have been able to increase the number of GP Registrars we have with us and this will provide an increase in appointment availability. We appreciate GP appointments can seem scarce in your time of need, and we are working to provide as much availability as we can within the remit of our funding from the NHS.

We're also excited to announce that we are in the process of recruiting a new salaried GP who will hopefully be joining us from October. We have been working with the Registrar for a number of years whilst they have been with us as a GP Registrar and are very happy to be welcoming them to the Churchside team.

A new very experienced Lead Practice Nurse has joined us this month, and this gives us availability of a Practice Nurse on site each day of the week!

Please remember that the people working in general practice also take holidays at key times of the year, just as you do. This would obviously decrease the appointments at this time. We appreciate your understanding and patience during these periods, and thank you for your continued support.

RESPECT AND UNDERSTANDING

Our team is here to support, help and care for all our patients and we always do our best to meet your needs. However, there may be occasions when we are unable to accommodate every request. We kindly ask that all members of our team are treated with courtesy and respect, even when we are unable to provide the outcome you are hoping for.

We understand that waiting on the telephone can sometimes be frustrating, and we appreciate your patience if call waiting times are longer than expected.

Please bear in mind that some calls may take additional time, particularly when dealing with sensitive or complex matters and we want to ensure each patient receives the time and attention they require when contacting the practice.

We appreciate your patience and understanding.

NEW - COMPLAINTS CHAMPION

We are fortunate to have a lovely member of our reception team, Amanda, who is our **Complaints Champion** supporting the Deputy Practice Manager.

Should you have a concern or complaint please feel free to pop in and speak with Amanda. She is always happy to listen and help wherever possible, and we welcome your feedback as it helps us to improve the service we offer to you.

CHURCHSIDE MEDICAL PRACTICE

Wood Street, Mansfield, NG18 1QB

www.churchsidemedicalpracticemansfield.co.uk

Tel No: 01623 664877

Telephone Lines 8.00am-6.30pm

Email - nnicb-nn.c84020@nhs.net

FOLLOW US ON FACEBOOK

'Churchside Medical Practice'

OPENING TIMES

Mon/Tues/Thurs/Fri 7.30am-6.30pm

Wed 7.30am-8.00pm

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