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| eConsult Health Limited | Home  **Our eConsult System**  It has been over a year since the practice transitioned to an eConsult triaging system. The practice has received a great deal of positive feedback from patients, who have praised the new system. The practice team also finds it to be a much more streamlined process, allowing us to offer more appointments to patients than ever before. *"This was the first time I used the E-consult and I was very impressed with the response I received which was within a couple of hours."* *"To be honest I think this system is working well, saves time & is easier."*  *"I feel since the move to E-consult the process is calmer to book an appt. No more dreaded 8am scramble."*  Welcome To The Team PNG, Vector, PSD, and Clipart With Transparent  Background for Free Download | Pngtree  Since the last newsletter, the practice has welcomed several new members to the clinical team. Dr Obi, Dr Irogue, and Dr Foster have joined within the past year, and an additional new doctor is set to start in the summer. The practice has also welcomed Jess, the GP Assistant; Beth, the new practice nurse; and Jayne, the HCA. This brings our team at Acklam to a total of; 6 GP's 2 Nurse Practitioners  1 Advanced Nurse Practitioner 3 Practice Nurses 1 Nurse Associate 1 GP Assistant 1 HCA 2 Clinical Pharmacists  1 Pharmacy Technician  Don't forget to visit our Facebook page as this is updated regularly with current campaigns and other useful information. We have a link to this on our website www.acklammedicalcentre.co.uk  or search for us at  www.facebook.com/AcklamMedicalCentre | **Craft and Natter**  The practice has resumed its 'craft and natter' sessions, which now take place fortnightly on Wednesdays from 2pm to 3:30pm. All our patients are welcome to come together with some of our staff members to involve in a mix of social interaction and crafting activities, aiming to foster a sense of community and engagement among patients and staff. The purpose of our craft and natter sessions are;   * Knitting Cartoon Images – Browse 84,377 Stock Photos, Vectors, and Video |  Adobe StockPatient involvement * Two-way communication * Improve services * Community building * Crafting activities * Feedback and suggestions   If you would like to come along to one of our craft and natter sessions, please ask at reception for some more information.  **Patient Feedback from April 2025**  Thank you to all our patients who have completed our Friends & Family Test for April. Below are the results of how our patients rated their experience in April.  What To Do When You Receive Contradictory Feedback  **Very Good: 84**  **Good: 11**  **Poor: 4**  **Very Poor: 4**  **Don't Know: 1** *" Dr obi was absolutely great I finally felt like a doctor was listening to me and he gave me a lot of reassurance and put my mind at rest"*  *" Felt listened to and was a positive appointment thank you."*  *" Jessica was very professional and kind. She has an engaging manner; she explained the procedure simply and altogether she does the practice great credit."*  *" My appointment was on time everything was very professional and pleasant."*  Forms can be found on the reception desk and we also send out forms to complete to your mobile er. |