

"SURGERY SNIPPETS"

- a newsletter for our patients.

April – June 2017

Mental Health awareness week 8 – 14 May 2017

- supported by the Mental Health Foundation

If this is a topical issue for you or someone you care about, then you're not alone. **One in four** of us are likely to experience some kind of mental health problem in our life.

Start your path from "surviving to thriving" by ringing us on 0161 905 4711 or the Samaritans on 116 123, or find out more online at <https://www.mentalhealth.org.uk> or self-help options on our website at www.wrmc.org.uk



WELCOME to our two new F2 doctors, **Dr Sarah Wilson & Dr Greg Lynch** who join us for their 4 month placement in general practice.

Drs Emma Carter and Charles Rees who left us recently to return to their hospital post rotations, gave excellent feedback about the varied and interesting activities that span the general practice workload; from acute situations requiring emergency hospital admission to the management of patients on the end of life care pathway; from the preventive immunisation of babies against infectious diseases to the ongoing management of patients with multiple medications and long term conditions.

Whilst we're on the topic of teaching & training, Dr Rebecca Marchmont [who is in her final GP training year with us] wanted to express her thanks to the many patients who have helped with the teaching of medical students so far this year. The practice has received 5* feedback from almost every student. Dr Marchmont attributes much of this success to our staff and patients making it such a positive learning experience for the students.

"This is one of the best placements I've ever been to"

"One of the patients with coronary heart disease, was particularly inspiring"

Lots of opportunities to practise clinical skills"

"I learnt so much! ... & we got feedback from patients too!"



Calling all women aged 50 – 70

If you overlooked your 3 yearly **breast screening invitation** recently and would now like to attend, ring the Nightingale Centre **0161 291 4444** to book your appointment.

CHANGES - in communication between hospitals & GP surgeries, to benefit patient care

New contractual changes have been implemented to ensure hospitals should now:

- issue a **sicknote** (if needed) for the likely duration of your illness or incapacity;
- issue you with a hospital prescription for **any medication needed immediately**;
- communicate directly to you, the **results of any tests** arranged by the consultant; and
- arrange any **follow-up actions needed**;
- **write to us within 10 days** of your out-patient appointment;
- **re-arrange any out-patient appointment** you may miss, rather than needing a re-referral.

Although it may take a while for these changes to be implemented, we'll be supporting these improvements by communicating back to the hospital if needed & appreciate your support too.

TRAFFORD LEISURE – exercise referral scheme

Last quarter, we featured the re-launch of Trafford's exercise referral scheme, aiming to **improve patients' physical and mental health**. If you recall, we can refer **any patient with a long term health condition** or **those who are inactive at present**, to try and increase their activities. **£20 buys you 8 weeks** of unlimited access to leisure centre & community based activities!

At our Patient Participation Group meeting in March 2017, one member said that we could have made it clearer **how to organise a referral to the service**. In response to this, you can -

- book a routine clinic appointment with our **healthcare assistant** on **905 4711**; or a 'phone appointment instead if you've got your recent weight, height & BP reading to hand; or
- speak to the nurse practitioner, practice nurse or GP at your next routine consultation.

As a reminder – finding something you enjoy is the key to success! Or as another of our PPG members exclaimed "you only feel lousy when you stop (exercising)". Options on offer include:

- **Health Walks**
- **Nordic Walking**
- **Cycling**
- **Healthy Hips and Hearts (Chair based exercise)**
- **Fitness Suites**
- **Swimming**
- **Exercise classes**
- **Into Sport sessions**



ONLINE REPEAT PRESCRIPTION ORDERING –

we're delighted so many of you now order your repeat prescriptions online. This increases safety & streamlines processing of the hundreds of prescription requests we receive every day. Don't forget that we require 2 working days to process your request – so if you order over the weekend, it'll be ready for collection from Wednesday onwards. This is so we can review your medicines from time to time & invite you in for annual review, as needed.

0161 905 4721

ring us 24/7 to
cancel your appointment -

- * if you're now better
- * or no longer need this appointment
- * or can't attend at this time

Every missed appointment with your GP costs the practice £20 and extends the waiting time to the next available appointment, even further.

This is your service – please use it responsibly.

BANK HOLIDAY & TRAINING CLOSURES

We will be closed on the following **BANK HOLIDAYS** this quarter: **Friday 14 & Monday 17 April, Mondays 1 & 29 May 2017**. We will re-open at 08:00 [phone lines at 08:30] on the Tuesdays 18 April; 2 May & 30 May respectively.

The next ½ day education closure is from 1pm on **Weds 12 July 2017**.

To find out what medical help is available whilst we are closed, ring us on 0161 905 4711 or NHS 111 by dialling **111**, or visit Trafford General Hospital either the NHS urgent care centre 08:00 – 20:00, daily. A&E departments at Wythenshawe or Central Manchester Hospitals are open 24/7 for potential life-threatening emergencies.