

MARPLE COTTAGE & GUYWOOD PRACTICE

Marple Cottage Surgery 50 Church Street, Marple, SK6 6BW Guywood Practice, Chichester Road, Romiley, SK6 4QR
Tel 0161 426 0011 & 0161 983 5242 Email GMICB-STO.MarpleGuywoodSupport@nhs.net Website: www.marplecottage.co.uk

Patient Newsletter – April 2023

Dear Patient,

Please find below some updates and information about the Practice team, patient feedback, service improvements, and how to join the Patient Forum.

COVID-19 Update

You are no longer required to wear a face mask whilst in the Practice. However, we would still ask that you wear a mask if presenting with respiratory symptoms (coughs, sneezing etc) as we have seen a reduction in the spread of viruses and staff illness. Of course, you are welcome to continue to wear a mask if you prefer, and to request the clinician you are seeing to wear a mask during your consultation. We would still encourage patients to use the hand sanitiser provided.

Friends and Family Test Feedback

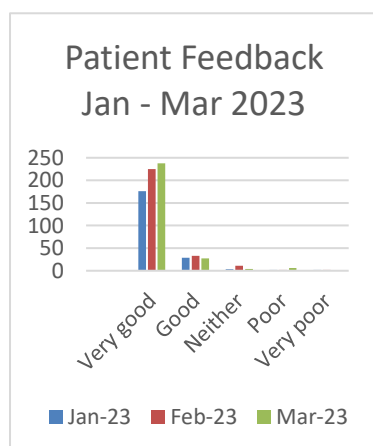
As from 2023 we are required to actively request patient experience feedback from our patients, so you will receive a Friends and Family Test survey text if you attend the Practice for an appointment.

The Friends and Family Test

"We need your feedback"



Between January – March 2023 we have had 761 responses, with **96.6%** of patients rating the service as "Good" or "Very Good" (84% rating Very good). Thank you for your feedback.



We are always looking to improve your experience and have implemented the following actions on receiving your improvement suggestions:

- We have reinstalled the self-check in screen at our Marple site and plan to install one in Romiley.
- We have increased the number of online appointments that can be booked via the NHS App or Patient Access.
- We are notifying patients upon check in if the clinician is running behind by more than 20 minutes.

Weekend Appointments

As of 1 April 2023, our Saturday clinics will be held once a month (usually the first Saturday of the month). This will consist of a team of 5 clinicians (GP, Nurses, and Health Care Assistants), and you can book up to 2 weeks ahead for these clinics. **Our next Saturday clinics are 13th May, 3rd June, 1st July.**

Follow us on Social Media



@MarpleSurgery

Dr Maher Al-Ausi, Dr Samantha Wise, Dr Raina Patel, Dr Benjamin Liu, Dr Farida Mumuney, Dr Sadaf Shah, Dr Amy Wood, Dr Laila Jabr
Mr Johan Taylor (Managing Partner)

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Staff Update

As you will know Dr Johnson retired in December 2022; we wish him the very best in his retirement. In preparation we are delighted to let you know Dr Amy Wood and Dr Laila Jabr joined our Practice team in May and August 2022 respectively.

Dr Colman and Dr Kazi will be ending their placement with the Practice at the beginning of April, and Dr Boyd and Dr McVicar will start their 4-month placement from Wednesday 5 April 2023.

We also have a fantastic team of Healthcare Professionals working at the Practice, who can provide advice and assessment without the need to speak to or see a GP, including:

- **First Contact Physiotherapists (FCPs)**, who provide telephone and face-to-face assessments for new / acute musculoskeletal problems (such as muscle, joint, neck and back pain).
- **Practice Pharmacists**, who work closely with the GPs to provide medication related advice and reviews.
- **Care Co-ordinators**, who provide specialist support for patients with Cancer, Learning Difficulties, Dementia, Safeguarding needs, and those recently discharged from Hospital.
- **Wellbeing Coordinators**, who can support patients with housing and financial issues, and low-level mental health issues such as anxiety.

Merger with Guywood Practice, Romiley

Following the successful merge of Marple Cottage Surgery and Guywood Practice in June 2022, our Clinical and Support team now work across both sites.

In December 2022, our telephone lines merged so patients can ring the Practice from 8am every weekday. When making an appointment you will receive a text message to confirm your appointment; please check the location of the appointment before attending

Health Promotion

April is **Bowel Cancer Awareness Month**. We will share more information regarding this soon, please check our social media pages for Health Promotion Updates.

Join us at Parkrun at **Brabyns Park in Marple at 9am on 8 July 2023** to celebrate the NHS 75th Anniversary. Staff from both sites will participate and we encourage patients to join us! For more details on local Parkrun click [here](#).

**BOWEL CANCER
AWARENESS MONTH**

Vitality
parkrun

RC
GP Royal College of
General Practitioners

**Proud to be a
parkrun practice**

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Patient Forum

The Patient Forum is an independent group of patient volunteers who work with the practice, and on the behalf of patients to contribute to the review of existing services, and to advise on development and planning of new services, premises developments, and health promotion events in partnership with the Practice.

Due to the COVID-19 pandemic the Patient Forum has been unable to run. We are looking to restart the group over the Summer with meetings and presentations. We would appreciate your participation in this and ask that you register your interest to join the Patient Forum by sending your details to the Practice at: GMICB-STO.MarpleGuywoodSupport@nhs.net

Ordering your Medication from 1 May 2023

From 1 May 2023, some local pharmacies have advised that they will no longer accept prescription requests from patients due to continuing increased workload and reduced staffing.

You may not know this, but when requesting a prescription with a pharmacy, a written document is then generated and sent to the Practice and is manually requested by Reception to the Doctor. The Doctor then reviews the request and authorises this to your pharmacy.

However, Prescriptions requested online, e.g. via NHS App, are requested by you (or a nominated relative/carer) and are sent directly to the Doctor to review. This can save around 1-2 days in processing time, and even more time during weekends and public holidays.

The NHS App enables you to order your repeat medications, select your choice of Pharmacy, book appointments, and view your medical records in real-time. This allows you instant access to your latest appointment information, test results, and hospital letters. For more information, visit [NHS.uk/NHSApp](https://www.nhs.uk/NHSApp)

Hormone Replacement Therapy (HRT) Prescription Changes

The Department of Health and Social Care (DHSC) announced on 21 February 2023 that patients in England will be able to access cheaper HRT for menopause through a new HRT Prescription Prepayment Certificate (PPC).

From 1 April 2023, patients who usually pay for their HRT prescriptions will be able to purchase an annual HRT PPC for the cost of two single prescription charges (currently £19.30). The HRT PPC, valid for 12 months, can be used against any listed HRT prescription item(s) licensed for the treatment of menopause. Once systems are ready, the HRT PPC will be available to purchase through the [NHS Business Services Authority](#) website or in person at a pharmacy registered to sell PPCs. Patients in possession of a HRT PPC will continue to pay for other prescribed medicines that fall outside of the scope of the certificate.

Thank you for supporting your GP Practice

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