

MARPLE COTTAGE & GUYWOOD PRACTICE

Marple Cottage Surgery 50 Church Street, Marple, SK6 6BW
Tel 0161 426 0011 & 0161 983 5242

Guywood Practice, Chichester Road, Romiley, SK6 4QR

Email GMICB-STO.MarpleGuywoodSupport@nhs.net

Website: www.marplecottage.co.uk

Patient Newsletter – August 2023

Dear Patient,

Please find below important information and changes at the Practice, and how to get involved.

Help us to help you

We have experienced a significant increase in telephone calls for patients seeking medical advice and appointments. These requests have to be relayed from the Reception team to a GP who can, usually, provide some advice electronically without the need for an appointment.

However, this increase in telephone calls is often stopping other patients getting through who are seeking medical attention and need to see a GP. Therefore, we would ask all patients who are able to use our **Online Triage system** for requesting advice, prescription queries, forms to be completed, etc. You can find this on the front page of our website, by clicking on this link <https://florey accurx.com/p/P88006>, or via NHS app (please see below).

This means the request goes directly to a GP, is filed in your medical notes and means that the Reception team can focus on taking telephone calls.

In consideration of this as from 1 September 2023 any requests for continuation of a Fit Note and Repeat Prescriptions should be requested through our Online Triage system, or NHS App, rather than telephone or email. If you are unable to complete an Online Triage form, please ask Reception for assistance.

Repeat prescriptions via NHS App

As above, we would be very grateful if patients request their repeat prescriptions via the NHS App. It is a completely free service which is quick and easy, avoids processing errors, and reduces time to issue prescriptions to the pharmacy.

When you've registered for NHS App you can see your repeat medication and simply tick the items you require. This is sent directly to a GP, without going to the Reception team, which usually means we can send the request to your nominated pharmacy quicker.

The NHS App also allows you to book appointments online and view your medical records without having to wait on the telephone.

Please remember to allow time for your prescriptions to be issued, before running out of medications. We ask that you allow two working days for prescriptions to be processed and sent to your chosen Pharmacy.



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
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Improving telephone access

In consideration of the current increased telephone demand in the morning we are changing our team rota to increase the number of staff available to answer telephone calls between 8:00am – 8.30am. Due to this rota change we will, from 11 August 2023, close at 18:00 on Fridays in Romiley, in line with the Marple site.

Patient Callback

In addition, we have introduced a Patient Callback system whereby you no longer need to wait in a queue on the telephone. Instead, you will be given the option to request a callback, where our telephone system will keep your place in the queue, and it will automatically call you back when you are nearing the front of the queue.

Flu Vaccinations

We have started making appointments for flu vaccinations. Those aged 65 or over, or those aged 18 to 64 with underlying health conditions, can now make appointments for their annual flu vaccination. If you haven't received a text message invitation, please call to book on 0161 426 0011 or email the practice at: gmicb-sto.MarpleGuywoodReception@nhs.net.

Staff Update

As you will know we have Doctors on training placement at the Practice throughout the year. Dr Tara Boyd and Dr Hannah McVicar's placement has ended, and Dr Warrington and Dr Griffiths have started their 4-month placement at the Practice from Wednesday 2 August 2023.

In addition, Dr Aldcroft and Dr O'Brien have joined the Practice, starting their final year placement before qualifying as a GP.

MORI and Friends and Family Test Feedback

In 2023 the national MORI survey results showed that 284 patients completed the survey and 95% of patients rated the Practice at Very Good or Good.

This is consistent with the Practice Friends and Family Test survey results, where 96% of patients (over 1600 patients) who completed the survey between January – July 2023, rated the Practice overall service as "Good" or "Very Good". Thank you for your feedback and support.

The Friends and Family Test

"We need your feedback"



Following your constructive suggestions, we have installed a patient check-in screen and TV call-in screen at the Romiley site, and ordered a new self-check in screen for our Marple site due to recurrent hardware problems. Please can we ask Patients to keep an eye on the Patient call-in TV screens which will display when it is your appointment.

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Patient Forum

Thank you to everyone who expressed an interest to join our Patient Forum (a group of patients who work in partnership with the Practice, on behalf of patients). We have been slightly delayed with our plans, but we are pleased to confirm that we are planning our first meeting at:

17:30pm on Wednesday 6th September 2023

To encourage more patients to get involved we have decided to hold the first meeting via video link rather than face to face. However, if you would like to be involved, please let us know so that we can send you the necessary information.

Please confirm your interest to: GMICB-STO.MarpleGuywoodSupport@nhs.net by 25 August 2023.

Calling all Gardeners!



One of the agenda items for the Patient Forum to help with is how we can redesign a plot of land at both our Marple and Romiley site into a shared patient and staff wellbeing area. If you have some ideas, please do attend the meeting above.



Multidisciplinary team

Just a reminder that your GP Practice now has lots of specialists who can help you, without the need to speak to or see a GP

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

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Measles cases are rising in England.

Over 1 in 10 children are unvaccinated and unprotected against Measles, Mumps, Rubella (MMR) in England

- Measles can make children seriously unwell with 1 in 5 needing a hospital visit; and
- 1 in 15 children developing serious complications from a measles infection, such as meningitis and blindness
- Vaccination is the best way to protect a child from becoming seriously unwell from preventable diseases such as measles; MMR vaccination is free with the first dose being offered when a child is one and the second at 3 years and 4 months old.

If you are unsure if your child is due a vaccination or has missed a vaccination, please contact the Practice.

Weekend Appointments

Our next Saturday clinic (9:00am – 17:00pm) will be on **2nd September 2023**. You can book up to 2 weeks ahead for appointments with GPs, Nurses, and Health Care Assistants.

Bank Holiday

The Practice will be **closed** on **Monday 28 August 2023**. If you need urgent medical advice when the Practice is closed, please telephone 111. [NHS 111 Online](#) can also help for those aged over 5 and have an urgent medical problem and you are not sure what to do.

Thank you for supporting your GP Practice

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