

Dear Patient,

As we are well into the New Year now, we would like to update you on what is happening at the practice.

Did you know in the last 3 months (Nov 24 – Jan 25) there were: -

18409	Telephone calls received
14390	Prescriptions requests processed
11506	GP appointments
8062	Appointments with Nurses, HCA, FCP etc
773	Missed appointments (DNAs)

Changes to how you order Prescriptions

From 1 April 2025, we will no longer accept prescription requests via email

In the last 3 months, 54% (7827) of prescription requests were manually processed ie received via email whereby a member of staff has to manually input your request, rather than those received via NHS app which are sent direct to a GP to authorise. NHS app therefore reduces errors and saves times so that we can use a member of staff more productively to answer calls and complete other patient administration tasks.

In addition, Pharmacies across Greater Manchester will no longer accept prescriptions requests and will direct patients to NHS app or GP Practice. This has generated a further increase in workload for the Practice, and, in agreement with the Patient Forum, we ask that patients request prescriptions using the NHS App.

For more information about the NHS App please visit NHS.uk/NHSApp.

NHS App also lets you book appointments and view your medical records, without having to wait on the telephone.



Order repeat prescriptions on the NHS App

Access your NHS services
NHS Continue with NHS login
Version 2.0.0

- 📍 easily choose where your prescriptions are sent
- 🕒 order at a time that suits you
- 📄 need help? Access support in the app or visit nhs.uk/helpmeapp

NHS App

Download on the App Store | GET IT ON Google Play

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If anyone has any concerns regarding this change, please contact the Reception team.

Help setting up NHS App

The Practice will support you in registering and setting up your NHS App, and in collaboration with volunteers at [Starting Point](#) are hosting regular support sessions at both Marple Cottage Surgery & Guywood Practice in the months ahead.



[Starting Point](#) also host regular sessions at locations nearby in Marple and Woodley:

Marple Library Digital skills session

Come and join our friendly, informal learning sessions
Everyone welcome



Is your tablet troubling you? Are you lost with laptops?
Come along with your day to day questions about computers
for our Digital champions

Bring your device or use library PC's.
Drop in, no need to register.

• Every **Thursday**, 10:00am - 11:00am at
Marple pop-up Library, Marple Scout Hut, Memorial Park, SK6 6BA

• Every **Tuesday & Friday**, 10:00am - 11:00am at
Start Point Coffee Shop, Woodley Precinct, Woodley, SK6 1RJ

You can bring your own device and there is no need to register.

Cancer Screening Awareness Event

Patients are invited to a Cancer Awareness Event between 11am - 2pm on Tuesday 11 March 2025 at Torkington Community Centre, Hazel Grove SK7 4PY.

We will be sharing important information about signs and symptoms of Cancer to help early detection and treatment and the importance of national Cancer screening programmes for those 25 to 70 years of age. There will be clinical professionals available to answer any questions you may have. Light refreshments will be provided.

PSA tests

There is currently **no screening programme** for prostate cancer in the UK. This is because the prostate specific antigen (PSA) blood test, which is usually the first step towards a diagnosis, is not nearly accurate enough as a primary screening test.

If you 45 – 75 years of age and are experiencing any of the following symptoms, please book an appointment with a GP for further assessment:

- Increasing frequency of urination, needing urgent visits to the toilet
- Increasing waking up at night to go to the toilet
- Incomplete emptying of your bladder, feeling like you need to go back to the toilet again soon after
- Incontinence of urine (wetting yourself)
- Urinary infections
- Decreasing flow of urine, struggling to start urinating, dribbling
- Blood in the urine

Paramedic

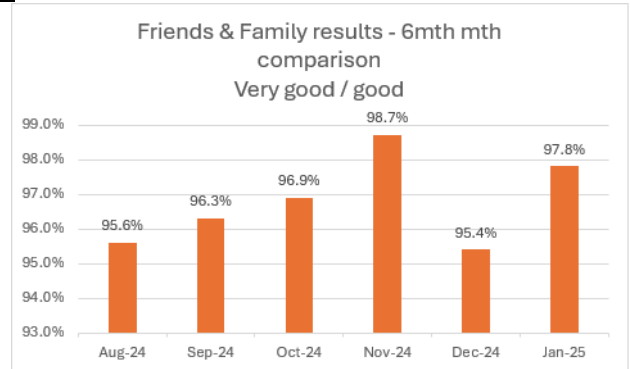
Some of you may have already met our Paramedic Amy, who works at Marple Cottage with us on a Monday and sometimes Thursdays too. We share Amy with our primary care network (other local surgeries).

You might be offered an appointment with her for acute medical issues, this includes all kinds of ailments such as chest infections, sore throats, and rashes. Amy can prescribe treatment for you or even refer on for other investigations if required. Amy is a great addition to our team

Friends and Family Test survey results

Over the last 6 months, we received 1647 responses from our patients to our Friends and Family Test survey, with **average of 96% of patients rating the Practice service as Very Good or Good.**

We want to thank all of our patients that submit feedback via the Friends and Family Test. We received some lovely comments which show how much you appreciate your local practice. We never claim to be perfect, but we are always trying to be better.



Patient improvement ideas

We are very grateful for patient improvement ideas, and we continue to review and implement changes where possible.

Improvement ideas we have implemented include:

- Further increased GP appointment capacity by recruiting additional GP in August 2024
- Reconfigured waiting room seating layout to allow better view of TV Screen
- Implemented new PSA testing policy at the Practice and update website
- New signage to be installed at Guywood Practice for clearer direction
- Continuing to explore funding avenues for new seating in our waiting areas

We do read all responses from our patients and strive to provide the best service we can, but we cannot implement all suggestions raised for operational and financial reasons.

Patient Feedback and Personal Questions

With regards to some frequently asked questions, we are in the process of creating a new section on our Practice website "Patient FAQs".

We are always receptive to constructive feedback as a means to improve. However, we do want to stress that this is an anonymous feedback method, and if you are raising an issue that is personal to you, please contact via telephone, email or in person so that you can provide us with your details, and we are able to help you directly.

Patient Forum

Our next Patient Forum Meeting will be scheduled for:

Wednesday 26 February 2025 at 5pm (Online via Microsoft Teams)

Our Patient Forum is a group of Patient Volunteers who work in partnership with the practice to:

- Contribute to the development and planning of new services.
- Review of existing services.
- Advise on premises development plans.
- Organise health promotion events in partnership with the practice.

If you would like to join our next meeting, please [click here](#) or email thomas.spedding@nhs.net

Patient Garden Project

- In Romiley, we have liaised with NHS Property Services regarding how to utilise our Garden area and have been awarded funding towards this. We will discuss further with our Patient Forum.
- In Marple, we have been unsuccessful in agreeing funding and receiving quotes for proposed works. We will restart to explore this in the lead up to spring.

Want to feel a part of your community?

There are a number of community groups, services and activity that take place regularly across Stockport. Our Social Prescribing team have created a list for each locality to see what's on in your community.

[Click here to see What's on in Marple](#)

[Click here to see What's on in Romiley & Werneth](#)



Saturday appointments

We offer GP, Nurse and Health Care Assistant appointments each month (excluding August and December). Our next Saturday clinics are:

09:00 – 17:00 on Saturday 1st March 2025

09:00 – 17:00 on Saturday 5th April 2025

Easter Opening Hours

The Practice will be closed on Friday 18 April 2025 and Monday 21 April 2025. We will reopen as normal on from 8am on Tuesday 22 April 2025.

Yours sincerely



Dr Maher Al-Ausi
GP Partner



Dr Sam Wise
GP Partner



Mr Johan Taylor
Managing Partner

Thank you for supporting your GP Practice