

CQC report: **Good** - <https://www.cqc.org.uk/location/1-515288113/inspection-summary>

REPEAT PRESCRIPTIONS CAN TAKE UP TO 48 HOURS TO PROCESS AND 72 HOURS IF RECEIVED BY THE SURGERY AFTER 12PM. THIS DOES NOT INCLUDE WEEKENDS OR BANK HOLIDAYS. We accept repeat requests in writing, either by dropping off in the surgery, post and fax or via EMIS Access Online. We **CANNOT** take requests for repeat medication over the telephone.

If the medication you have requested is not on your repeat list, you may need to see or speak to a GP before requesting more. Requests not on repeat will take longer to authorise.

BOOK ONLINE AND SAVE TIME
BOOK OR CANCEL APPOINTMENTS
ORDER REPEAT PRESCRIPTIONS
VIEW YOUR HEALTH RECORDS
JUST ASK AT RECEPTION FOR DETAILS OR VISIT patient.info/patientaccess

APPOINTMENTS:

To cope with the increasing demand for appointments, The Manor Clinic now has appointments available with the nurse practitioner to deal with minor illnesses; she is also able to prescribe.

Reception therefore will need to ask for brief details of your problem before booking you an appointment.

We are constantly monitoring and auditing this system for its effectiveness so welcome any feedback.

If you have more than one problem you need to discuss with the doctor, please tell the receptionist as they will, where possible, book you a double appointment. **The doctor is only able to discuss one problem with you during your appointment.**

This is a family practice so as a gentle reminder now that summer has arrived would you please NOT wear swimwear in the surgery and gentleman please wear a top when entering the surgery.



The Surgery operates a ZERO TOLERANCE POLICY and there is CCTV in operation in and around the Surgery

OPENING TIMES

Monday to Friday

Reception: 08:15 – 18:30

Telephone: 08.00 – 18:30

All telephone calls are recorded for training/ monitoring purposes

We are also open the third Saturday morning in the month, and some evenings, for booked appointments.

Please ask reception for more details.

We are closed every third Thursday afternoon in the month for staff training and GP education.

DATES CLOSED FOR TRAINING

May 24th 2018

June 21st 2018

July 19th 2018

42 PATIENTS IN April **DID NOT ATTEND** THEIR GP APPOINTMENT

12 did not attend their Nurse Appointment

14 did not attend their HCA Appointment

Named GP

ALL our patients have been allocated a named accountable GP. If you would like to know who your named GP is please ask reception.

CLINICS:

(Subject to change)

Dr Fernandes:

Wednesday AM & PM

Dr Chireka:

Monday AM

Wednesday AM

Tuesday AM & PM

Thursday AM & PM

Friday PM

Dr Gupta:

Monday AM

Tuesday AM

Thursday AM

Friday AM

Dr Pulapalli

Tuesday AM & PM

Dr Elas

Wednesday AM & PM

*We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at your appointments, please let us know. We want to know if you need information in braille, large print or easy read. We want to know if you need a British Sign Language interpreter or advocate. We want to know if we can support you to lip read or use a hearing aid or communication tool. **Please tell the receptionist when you arrive for your next appointment.***

Important Information

Friends and Family Test;

Please can tell us about your care received good or bad. Your comments are really important to us and will help us improve the service you receive.

Please visit: www.iwantgreatcare.org , complete a form in reception or reply back when you get a text message from the surgery after your appointment.

Carers' Support;

Do you care for a friend, neighbour or family member who cannot cope without your support? Phone carers' support for information, advice and guidance, practical and emotional support

Telephone carers' support on: 01233 6643393

NEW MEMBERS OF STAFF:

We have three nurses who have joined us Phil, Laura and Deborah.

Laura and Deborah will be able to see you for your annual reviews for Chronic Diseases.

Phil will be able to see you for annual reviews and will visit patients in care homes or who are unable to get to the surgery.

Dr Fernandes, Dr Chireka, Dr Gupta, Dr Elas

Patient Participation Group

If you would like to join, the group meetings are held quarterly. Or if you would prefer to receive information about the surgery such as the newsletter, or other information please speak to reception and they will give you a form to complete and add you to our emailing or mailing list.

The next Patient Group Meeting is:

Thursday 6th Sept at 3.30pm