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Our Practice Newsletter will hopefully enable us to pass on vital and useful information to our patients. We would welcome feedback and any suggestions for inclusion in future newsletters.

Please direct any feedback to the Managing Partner Mrs Janice Langley

**WE WOULD LIKE TO WISH YOU A HAPPY CHRISTMAS AND A
 HAPPY NEW YEAR FROM ALL
 THE TEAM AT CORNISHWAY GROUP PRACTICE**



Monday	23.12.2019	OPEN	MONDAY	30.12.2019	OPEN
TUESDAY	24.12.2019	OPEN	TUESDAY	31.12.2019	OPEN
WEDNESDAY	25.12.2019	CLOSED	WEDNESDAY	01.01.2020	CLOSED
THURSDAY	26.12.2019	CLOSED	THURSDAY	02.01.2020	OPEN
FRIDAY	27.12.2019	OPEN	FRIDAY	03.01.2020	OPEN



Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosy!

The reception staff are members of the practice team and it has been agreed that they **SHOULD** ask patients "why they need to be seen".

Reception staff are trained to ask certain questions in order to ensure that you receive:

- ◆ The most appropriate medical care
- ◆ From the most appropriate health professional
- ◆ At the most appropriate time

Receptionists are asked by the Senior Partners to collect brief information from patients

- ◆ To help doctors prioritise house visits and phone calls
- ◆ To ensure that all patients receive the appropriate level of care
- ◆ To direct patients to see the Pharmacist, Practice Pharmacist Practice Nurse, Health Care Assistant or other health professionals rather than a doctor where appropriate

Reception staff like all members of the team; are bound by confidentiality rules

Any information given by you is treated **STRICTLY CONFIDENTIAL**

The Practice would take any breach of confidentiality very seriously and deal with this accordingly

You can ask to speak to a receptionist in private away from the reception

If you feel an issue is extremely private and do not wish to say what this is then this will Of course be respected

Thank you for your support.

Booking Appointments on Line. Ordering prescriptions online.

Register for Patient Access Services

To sign up is quick and easy:

Step 1: Go to [Patient Access](#) to visit the patient access website.

1. Step 2: Click on Register.
2. Step 3: Where it asks you “Have you received a registration letter from your practice?” Click on No.
3. Step 4: Enter your surgery’s postcode and click on the surgery name: **Cornishway Group Practice: M22 5RX**
4. Step 5: Fill in your details.
5. Step 6: Set up your security questions.
6. Step 7: Read and Agree to the terms and conditions and click next

In order to **view your Medical Records including (medication, adverse reactions, allergies and any other items agreed between the patient and the practice)*

please call or speak with one of our reception staff who will need to establish your identity and may ask you to provide some form of identification such as a driving licence or passport. You will then have unrestricted access to this online service.

Are You a Carer?

If you are **please let us know** - we may be able to help you

There is a wealth of information on [NHS Choices](#) about carers and caring. Below are some links into the site that we hope you will find useful.

[Telling people](#)—Caring responsibilities can make it difficult to maintain friendships or develop new ones. Telling your friends you're a carer is important so they understand and can support you.

[Taking a break](#)—Caring for someone can be a full-time job, but it's essential that you take time out for yourself too. Make an appointment for a carers health check

[Housing and carers](#)—Do you know your tenancy rights as a carer? Are you aware of all your care at home options? Do you need tips on moving someone around the home?

[Young Carers Team on telephone number](#)— 0161 682 1500 / Email: ycmanchester@family-action.org.uk
Advice and support for unpaid carers is available from:

Manchester Carers Forum – 0161 819 2226— <http://www.manchestercarersforum.org.uk>

Manchester Carers Centre – 0161 272 7270 - <http://www.manchestercarers.org.uk>

Contact Carers Direct Telephone 0808 802 0202

Helpline Information <http://www.nhs.uk/carersdirect/carerslives/updates/pages/carersdirecthelpline.aspx>

Email CarersDirect@nhschoices.nhs.uk

Office Hours— Lines are open 8am to 9pm Monday to Friday, 11am to 4pm at weekends. Calls are free from UK landlines