

How to get the best from your GP appointment

- If you tell the receptionist what the issue is, they can direct you to the best person to deal with the problem, a GP may not be required.
 - **Consider 3 alternatives to the GP**
For Minor Ailments—You can safely treat symptoms at home, for example though rest or with appropriate over the counter medicines. Many minor problems can be dealt with by the local chemist, e.g. Warts, Verrucae, athletes food, head lice, threadworms and minor ailments such as coughs and colds.
Telephone Appointments—It is possible to book a telephone consultation when you don't think you need to see the GP in person, e.g. to discuss your medication or a recent test result.
Online Services—Using trusted online services for sensible advice and Initial guidance on your health, e.g. www.nhs.uk
 - Please understand that if a GP is running late – they may be spending needed time with patients or dealing with an emergency.
 - Before you see your GP, plan your appointment, It's tempting to bring a list of unrelated problems, but consider what's achievable in 10 minutes. It's often better to come back again and spend more time on a problem rather than squeeze as many as you can into one ten minute appointment.
 - Get to the point: don't beat about the bush and don't keep important issues until the end.
 - Wear accessible clothing if you're likely to need to undress for examination. Make sure you understand what happens next, if you are not sure ask to go through the plan again.
 - **Work in partnership with your GP**—Try asking your GP “what can I do to help myself? Confirm what's been agreed at your appointment e.g. what you are doing and what your GP is going to do.
 - **Tell your GP what your ideas, concerns and expectations are:**
Ideas: What do you think the diagnosis could be? Are you worried about cancer?
Concerns: What worries you about this problem or impact this will have on your life?
Expectations: What were you hoping the GP could do for you (reassurance, tests, treatments or referral)
- Please remember the doctor is not always able to deal with all your problems within 10 Minutes and you may be asked to book a further appointment.**



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Newsletter Summer 2019



Staff News

We will be welcoming new doctors to the practice in August
Speciality GP Trainee - Dr Watchman, and Foundation Trainees -
Dr Kenna and Dr Thompson

Have you met our new Receptionists? We welcome Sue-Ann, Nina and our
Apprentice Receptionist Mavis to the practice.

Contact Details

Don't forget to inform us of any changes to your contact details as soon as possible. If we need to contact you it is important that we have the correct details.

Are you a Carer?

Don't forget to notify us if you are a carer and we will record the information in your medical record and any relevant patient records.

Repeat Prescriptions

You can now request repeat prescriptions via our dedicated Prescription Department email

Email your request to:

hmrccg.peterlooscripts@nhs.net

Preparing for Flu Season

Flu season is only 12 weeks away. Please ensure your mobile number is up to date so we can reach you by text message when appointments are available.

If you are not sure whether you are eligible for a flu vaccine, please ask at reception.

Evening and Weekend Appointments

The Seven Day Access Service (for Heywood, Middleton and Rochdale) allows patients to have more flexibility in where, when and how they use local health services. The service helps patients who have difficulty in getting to the doctors during usual opening times by having appointments available outside of these hours.

While patients may not get to see their own doctor, the GP or Nurse they do see will have access to the patients medical record (subject to their consent)

To make an appointment please telephone 0161 763 8292

Extended Hours Appointments

We are now able to offer a small amount of face to face and telephone appointments between 7.30am—8.00am and telephone appointments between 6.30pm—8.00pm.

Surgery Closures

The surgery will be closed from 12.30pm until 8.00am the following day on Thursday 8th August, Thursday 12th September and Thursday 10th October 2019.

The surgery will be closed on Monday 26th August for the Bank Holiday

If you need medical advice when the surgery is closed:

For life threatening emergencies—ring 999

For urgent medical advice—ring 111

For the 7 Day Access Service—Ring 0161 763 8292

Online Access and Online Appointments

From 1st July 2019. As part of the NHS contract we are now able to offer increased pre-bookable appointments and on the day appointments online which are released at 8am each day. Hopefully this will cut congestion on the telephones at 8am and give you more flexibility on giving times to suit you.

As we will be unable to signpost online appointments please ensure you are booking appointments appropriately. e.g. if it is a minor eye issue, please book an appointment at the Minor Eye Service. If your condition can be dealt with by the Chemist at the Minor Ailment Scheme please try them first.

Any appointments booked with Practice Nurses or Healthcare Assistants are monitored daily and any appointments booked inappropriately will be cancelled and you will be informed via SMS text.

If you are not already signed up for online access, please ask Reception for an online registration form.

Primary Care Networks

From 1st July 2019, practices across England have joined together in neighbourhood teams as Primary Care Networks (PCNs). The aim of PCNs will be to work with a range of local providers across Primary Care community services, social care, and the voluntary sector to offer more personalised, co-ordinated health and social care to the local population.

For further information on PCNs please see our Practice Website or ask a Receptionist for a PCN leaflet.