

# Patient newsletter

Grosvenor  
Medical  
Centre

## Easter Edition

In partnership with our patient participation group, the practice will be creating a quarterly newsletter to keep you up to date on things happening in and around the practice.

### Opening times:

Monday—08:00—18:30  
Tuesday—08:00—18:30  
Wednesday 08:00—18:30  
Thursday 08:00—18:30  
Friday 08:00—18:30

### When we are closed:

Please ring NHS 111 for advice, or alternatively visit the walk in centre at Tameside Hospital who are open 9am to 9pm every day. Only ring 999 in life threatening emergencies.

### Evening and weekend appointments:

Out of hours evening appointments (after 18:30) and Saturday appointments are available at our Primary Care Network hub, located on the 1st Floor, St Andrews House, Waterloo Road. Please contact the practice to make an appointment. Please note this is not a walk in service.

### Upcoming closures/ training dates:

Thursday 18th April  
Thursday 16th May  
Thursday 20th June  
Thursday 18th July  
The practice will be closed in the afternoon.

### Patient Participation Group

Want to get involved?  
We are always looking for new members to be the voice of the patient!

Our group meets every 8—12 weeks and it is an important forum for patient opinions and ideas to be feedback to the Practice. If this is something that might appeal to you, please let a member of the practice team know!

**Easter Closures—Friday 29th March—Monday 1st April. We will reopen on Tuesday 2nd April at 8am.**

## Pride In Practice



In 2020, the Practice achieved a Gold accreditation for Pride in Practice. This year all our staff will be undertaking refresher training to maintain our Gold Standard of improving the experiences of LGBTQ+ people accessing primary care services.

## Staff Updates

The practice are pleased to welcome a new member to our reception team, Philippa. Philippa has experience as a receptionist General Practice and is a great addition to our team. Philippa has replaced, Hayley, a long serving member of our team who has moved to a different position in the Practice. Hayley is now a health care assistant, which has helped increase our appointments for bloods, blood pressures and health checks!

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***Please ensure the practice has your up to date contact details to ensure you continue to receive information on annual check ups and practice information.***

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## Our team

Dr Paresh Parikh—GP Partner  
Victoria Turner—Practice Manager  
Dr Carmen Chan—Salaried GP  
Dr Eleanore Lyons—Salaried GP  
Stephanie Chan—Clinical Pharmacist  
Jennie McGing—Practice Nurse  
Emma—Assistant Practitioner  
Georgina—Recall administrator  
Philippa—Receptionist  
Paula—Receptionist  
Melissa—Receptionist  
Kirsten—Receptionist  
Evanthia—Receptionist

Dr Claire Knight—GP Partner  
Dr Nathalie Howard—Salaried GP  
Dr Nita Taylor—Salaried GP  
Rikesh Mistry—Clinical Pharmacist  
Laura Lyons—Advanced Clinical Practitioner  
Hayley—Health Care Assistant  
Mel—Office Manager  
Matthew—Secretary  
Fran—Receptionist  
Philippa—Receptionist  
Andrea—Receptionist  
Caroline—Receptionist

Information about our team and our clinician's specialties can be found on our practice website at <https://grosvenormedicalcentrestalybridge.nhs.uk/staff1.aspx?t=1>

We also offer an extensive range of services through our primary care network, information on what services are available can be found at [Stalybridge, Dukinfield & Mossley Primary Care Network](#)

## Pharmacy First

The new Pharmacy First scheme means you can go and see a pharmacist about several minor illnesses and conditions you would previously have had to see your GP about. You can visit your pharmacist for a consultation and they will treat you and prescribe medication if necessary. If your condition is more serious you will be referred to a GP or hospital.

Under Pharmacy First, pharmacists can treat and prescribe medication for seven conditions. These are the conditions, and at what age, you can see the pharmacist about:

[Earache](#) - 1 to 17 years.

[Impetigo](#) - 1 year and over.

Infected [insect bites](#) - 1 year and over.

[Shingles](#) - 18 years and over.

[Sinusitis](#) - 12 years and over.

[Sore throat](#) - 5 years and over.

Uncomplicated [urinary tract infections](#) - women 16-64 years.

More information can be found here—<https://patient.info/news-and-features/pharmacy-first-getting-the-most-from-your-pharmacist>

## Online Triage

Did you know you can submit a request for medical advice on our website? The process is easy and can save you time! The process is as follows:

1. You submit a request on the link below which can also be found on our practice website: <https://florey accurx.com/p/P89026>
2. Your request will be reviewed by our trained triaging reception team
3. Your request will be directed to the most appropriate clinician to assess your request
4. You will receive a text message acknowledging receipt of your submission and information as to when your request will be reviewed and by who. In some circumstances, an appointment may be made for you with the appropriate clinician.

Please be aware this service should not be used to urgent medical issues. We aim to respond to all online requests within 48 hours. If your request is submitted out of working hours, it will not be viewed until the surgery reopens.

### Cooking Corner

Healthy Eating doesn't have to be boring—NHS Healthier Families has a great range of healthy, easy recipes you could try this Easter break—[Recipes - Healthier Families - NHS \(www.nhs.uk\)](#)

#### **Three Bears Breakfast Recipe!**

##### **Ingredients**

200g high-fibre porridge

oats

1 litre 1%-fat milk or non dairy alternative such as soy or oat

80ml cold water

4 tablespoons low-fat natural yoghurt

1 apple, cored and thinly sliced

40g frozen raspberries, thawed (fresh are also fine)

##### **Method**

- 1 Put the porridge oats into a saucepan with the milk and water. Heat, stirring constantly, until the porridge thickens. Reduce the heat and simmer for 3 to 4 minutes, still stirring
- 2 Share the porridge between 4 serving bowls and top with the yoghurt, apple and raspberries. Serve immediately.

Why not try adding other fresh fruits to liven up your porridge!

## Measles: How to Stay Safe

The best protection is 2 doses of the safe, effective MMR vaccine at 1 year of age, and 3 years, 4 months



If you have not had two doses, you can get them **free** from your GP surgery



Know the symptoms!  
Keep people with symptoms away from others



Call ahead before going to A&E or your GP



### Symptoms

Rash



Temperature



Runny Nose



Red Eyes



Cough



### Grosvenor Medical Centre

62 Grosvenor Street  
Stalybridge  
SK15 1RZ  
0161 303 4313

*A member of Stalybridge, Dukinfield and Mossley Primary Care Network*  
1st Floor, St Andrews House, 2  
Waterloo Road, SK15 1RZ.  
0161 393 2976  
[Stalybridge, Dukinfield & Mossley  
Primary Care Network](http://Stalybridge, Dukinfield & Mossley Primary Care Network)  
([stalybridgepcn.nhs.uk](http://stalybridgepcn.nhs.uk))

### SAFE Tameside

SAFE Tameside offers support and a place of safety for those in a mental health crisis, based as the Anthony Seddon Centre, Ashton Under Lyne. Call 0161 470 6104 or drop in between 1pm and 6pm Monday to Friday.

If you need urgent mental health support (available 24/7)—

NHS Mental Health Helpline - 0800 145 6485

Samaritans—116 123

NHS 111—111

24/7 Pennine Helpline—0800 014 9995