

# Newsletter for Our Patients

Summer 2024

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## Your Doctors

*Dr. Sally Frier (M, W)*

*Dr. Keeley Wilson (M, T, Th, F)*

*Dr. Greg Hynes (M, T, W, F)*

*Dr Julie Hobman (W, Th, F)*

*Dr. Ruth Burlington (M, T, Th)*

*Dr Katherine Polson (mat  
leave)*

*Dr Lauren Clarke (Sick leave)*

*Dr Jenny Brocklehurst (M, T,W)*

*Dr Tom Cufflin (T, Th, F)*

*Dr Jihad Syed (W, Th, F)*

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## Practice Nurses

*Sister Lincy Godwin*

*Sister Ann-Marie Kennedy*

*Sister Maggie Goodman*

*Sister Michelle Fung*

## Healthcare Assistants

*Michelle Murphy*

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## Practice Manager

*Mrs Pamela Wilson*

## Other services include:

**Physiotherapists (FCP)**

**Pharmacists**

**Mental Health Worker**

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## Address:

80a Conway Road,  
Sale,  
M33 2TB

Telephone: 0161 973 1151

Email: [gmicb-  
tr.conwayroadmp@nhs.net](mailto:gmicb-tr.conwayroadmp@nhs.net)

## Website:

[www.conwayroadsurgery.co.uk](http://www.conwayroadsurgery.co.uk)

## What's happening in the surgery

Our surgery and staff supported 'Wear it Green for Mental Health awareness week' on 19th May. We decorated the surgery in green and had a green clothing day with staff donating to the local foodbank. During June we are supporting 'Pride month' As an LGBT Pride in Practice Gold surgery, we are proud to celebrate equality and inclusivity for our staff and patients. Look out for our decorations and the staff Pride clothing day!

We have become a STI (sexually transmitted infection) distribution site. Working alongside Brook, a charity commissioned for free by Trafford Council, we are able to offer screening for patients aged 16-24 years old in the area. If you are between the ages of 16-24 years old and would like to be screened, please make an appointment to speak to the GP.

If your GP would like to speak to you to discuss results, letters etc – they will now be able to send you a text with a link for you to book a routine telephone call directly into their clinic. This will allow you to see up to 12 weeks of available telephone appointment slots We are also now able to send a text message link for face-to-face pre bookable appointments with the Nurses and GPs. Please make sure your up-to-date mobile number is on your medical record.

Friends and family feedback – each month we collate the responses from the friends and family texts patients receive after their appointments. From March 2024 – June 2024 we have received 1291 responses that rated us as 'good' or 'very good.'

## Did not attend

From March 2024 – June 2024 there was 157 booked appointments where the patient did not attend (some of these were booked on the same day). Please let us know if you cannot attend your appointment and we will offer it to another patient.

## Other services

Did you know we have a physiotherapy team? Our First Contact Practitioners (FCP) are here to see our patients with Musculo skeletal issues. They can assess, diagnose and recommend appropriate treatment, order x rays or make onward referrals. We offer face to face and telephone appointments with our FCPs. Please call reception or log an online request to arrange an appointment.

## Saturday enhanced access

We offer appointments on a Saturday morning at Washway Road Medical Centre and Firway Health Centre.

This includes appointments with GP, Nurse, Phlebotomy, Medication reviews, Physio and Mental health worker.

These appointments are bookable via our reception team. Please call us on 01619731151

## Building issues

We were very happy, that after much chasing, the pot holes on the driveway have finally been repaired.

## Pharmacy First Scheme

We have a referral system direct to a local pharmacy of your choice for some of the most common ailments. A trained pharmacist will assess you, offer advice and prescribe antibiotics or other medications as required. Pharmacy First covers a range of conditions including sore throats, shingles, sinusitis, uncomplicated urine infections and more. Please ask one of our receptionists for further details.

## Greater Manchester Eyecare Service

This is a free urgent eyecare service for patients. Symptoms include red/painful eyes, sore eyes, foreign body in eyes and more. Please visit our website for more information and to access this service.

## NHS app

Have you downloaded the NHS app? If you have not yet downloaded this free app, you can find this on any app store on your phone, tablet, pc.

On the app you can order repeat prescriptions, check the status of your order, and even view a tracking barcode to show the pharmacy – who will scan this and get your prescription.

Make/cancel GP appointments.

Access your medical record, view test results, immunisation schedules and other medical information.

Use the app to update your organ donor preferences.

View upcoming appointments and referral information.....and more!

We will soon be starting an NHS APP campaign – look out in surgery for more information.

## The PPG

The PPG (Patient Participation Group) have been working on a project in our waiting room. They have rearranged and tidied up the posters, provided new colour headers and are to start a project on the leaflet racks. This is to make the waiting room more engaging from a patient's perspective. Watch this space for more developments!

### Join us:

Would you like to give up a couple of hours just once a quarter to join us? You will be giving input into how we can always be moving forward in liaising with the staff while also being a 'critical friend' and working for the benefit of patients. If you would like to come along to the next meeting with no obligation, please fill in one of our forms in the reception area or contact Tracy King at the surgery who will give you details and assure you of a warm welcome.

*We are very proud to  
have gained  
accreditation to host  
GP Speciality  
Trainees at our  
practice. Since  
August 2022 we  
have hosted 8  
trainees*