

CONWAY ROAD MEDICAL PRACTICE

Newsletter for Our Patients

Winter 2025 - 2026

What's happening in the surgery

We are currently working on converting a new clinical room. This is much needed due to our population of patients growing daily. We currently have 13,518 registered patients.

2025 was a busy year at the practice... here are some of our numbers!

64,049 inbound calls were answered

61,235 appointments were booked

6171 online requests received

788 Home visits made

236,782 text messages sent

1460 appointments unattended



Did you know we are on Facebook?

Why not head over to our Facebook page – 'Conway Road Medical Practice' to keep up to date with surgery news.

Test results - 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 October 2025 – January 2026, we have received 1069 responses that rated us as 'good' or 'very good.' Thank you for your feedback.

Did not attend

From October 2025 – January 2026 there were 667 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.

Your Doctors

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

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

Dr Julie Hobman (W, Th, F)

Dr. Liz Dapre (M,Th)

Dr Katherine Polson (W, F)

Dr Lauren Clarke (M, W)

Dr Jenny Brocklehurst (M,T,W)

Dr Tom Cufflin (T, Th, F)

Dr Jihad Syed (W, Th, F)

Dr Oliver Hudson (M, T, Th)

Practice Nurses

Sister Lincy Godwin

Sister Maggie Goodman

Sister Michelle Fung

Sister Karla Bergin

Healthcare Assistants

Michelle Murphy

Practice Manager

Mrs Pamela Wilson

Other services include:

Physiotherapists (FCP)

Pharmacists

Mental Health Worker

Address:

80a Conway Road,
Sale,
M33 2TB

Telephone: 0161 973 1151

Email: gmicb-tr.conwayroadmp@nhs.net

Website:

www.conwayroadsurgery.co.uk

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

You suggested – We listened!

When you respond to the feedback text after your appointment, we read each one. Here are some examples of suggestions

patients have made and how we have listened:

- A larger/bolder urine sample sign in the toilets – we have replaced this
- Inform on arrival of a clinician running late – we have asked Reception to do this
- Car park issues – the pot holes have now been filled

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!

If you have the NHS app and we send you a text message – it will automatically default to your NHS app, this saves the NHS money! So thank you!

We have previously held 2 NHS app events,, where our staff Tracy, Lauren and Alison helped nearly 100 patients get access to the app and learn how to use

The PPG

The PPG (Patient Participation Group) Members have worked with the practice and volunteered to help arrange and guide patients at our patient education evenings. We will be working hard to arrange more education events.

Would you like to 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.

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.