

# Newsletter for Our Patients

Spring 2023

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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 (W, TH, F)*

*Dr Lauren Clarke (Sick leave)*

*Dr Laura Pearson (Mat leave)*

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

*Dr Tom Cufflin (T, 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)**

**Pharmacist**

**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)

## Recent and upcoming maintenance work.

We have recently had major work completed on our roof. This has been a long project and we would like to thank our patients and neighbours for their understanding whilst this work was completed.

Our next phase of work will be the conversion of a new surgery clinical room which is due to start at the end of March. NHS property services have also started some outdoor environmental work with the installation of a bio diversity garden on the grounds of the practice. This will include planting apple trees, a bug/insect hotel and some meadow turf and planting. We look forward to seeing this develop.

## What's new in the surgery

We have been very proud to have earned and launched the following achievements since our last newsletter:

LGBT Pride in Practice 'Gold' award for excellence and inclusivity in LGBT healthcare

Homeless pledge surgery – Homeless friendly practice

Breast screening figures – 310 invites – 149 attended – 1 cancer diagnosis

Covid and flu clinics – In our September campaign – we administered just under 6500 vaccinations!

In April we launched our new online service (found on our website), returned to on the day appointments (face to face and phone) and prebookable appointments. We have had lots of positive feedback from patients and staff.

Attended a Black Health Improvement Programme for cultural inclusivity.

From April 2023 – if a GP would like to speak to you for a routine telephone call (to discuss results, letters etc)– they will be able to send you a text with a link for you to book direct into their clinic! This way you will see up to 6 weeks of available telephone appointment slots! (Please ensure we have your up-to-date mobile number)

## PPG

Our PPG has restarted following a break during Covid. We have elected a new Chair, Vice Chair and Secretary. Our PPG are looking into a possible installation of an outdoor defibrillator. The PPG have suggested education events for patients, suggestions for the website and took part in some research about our local urgent care services. We thank our members of the PPG for their time and commitment to working alongside the surgery to enable the best practice for all.

## CPCS

### *(Community Pharmacist Consultation Service)*

*We have a referral system direct to a local pharmacy of your choice. We can refer you electronically with a minor illness or low acuity condition. This service is for patients aged over 1 year old.*

*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.*

## Did not attend figures

From February 2022 – February 2023 they were 2651 booked appointments where the patient did not attend (some of these were only booked on the same day). This means we lost 442 hours of clinical time. Please let us know if you can not attend your appointment and we will offer it to another patient.

*We are very proud to have gained accreditation to host GP Speciality Trainees at our practice. Since August 2022 we have hosted 4 trainees and look forward to welcoming more!*

## Saturday enhanced access

We offer appointments on a Saturday at Washway Road Medical Centre and Firsway 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

### **Education evenings.**

We had a fantastic response to our menopause evening. This was greatly received by over 60 patients.

We are in discussions to arrange a 'Joint Health' evening. We will be in touch with details once we have booked this.

*Just for fun!! Some medical riddles.....*

- 1 - You have two... but many grow in hot countries?
- 2 - What has 13 hearts, no lungs or heart?