

Newsletter for Our Patients

Summer 2023

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)

Practice Nurses

Sister Lincy Godwin

Sister Ann-Marie Kennedy

Sister Maggie Goodman

Sister Michelle Fung

Healthcare Assistants

Michelle Murphy

Practice Manager

Mrs Pamela Wilson

Other services include:

Physiotherapists (FCP)

Pharmacist

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

Recent maintenance work.

We have recently had a new consultation room converted. This is much needed due to our population of patients growing daily!

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 has included planting apple trees, a bug/insect hotel, bird boxes and some meadow turf and planting.

What's happening in the surgery

We are saying goodbye to Dr McKay – who is moving on to another practice. We wish him all the best as he will be missed by staff and patients!

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

Homeless pledge surgery – Homeless friendly practice

Attended a Black Health Improvement Programme for cultural inclusivity.

Covid and flu clinics – In our September 2022 campaign – we administered just under 6500 vaccinations! Planning has already begun by our Manager for our 2023 campaign!!

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.

If your GP would like to speak to you for a routine telephone call (to discuss results, letters etc)– they will now be able to send you a text with a link for you to book direct into their clinic! This Will allow you to see up to 6 weeks of available telephone appointment slots! (Please ensure we have your up-to-date mobile number) We are also now able to send a text message link for face-to-face pre bookable appointments with the Nurses and GPs.

Friends and family feedback – each month we collate the responses from the friends and family text patients receive after their appointment with the clinicians. From January 2023-June 2023 we have received

1528 responses – and a fantastic **96%** of the replies rated us as Good or Very Good! WOW!! Thank you for your responses.

PPG

Our PPG has restarted following a break during Covid. We have elected a Chair, Vice Chair and Secretary. The PPG have suggested education events for patients, suggestions for the website and took part in some research about our local urgent care services. The next step is to see if we can work alongside other GP PPG groups to aid patients throughout the Sale area and to establish an agenda of tasks to undertake. We thank our members of the PPG for their time and commitment to working alongside the surgery to enable the best practice for all.

Did not attend figures

From July 2022 – July 2023 they were 419 booked appointments where the patient did not attend (some of these were only booked on the same day). Please let us know if you cannot attend your appointment and we will offer it to another patient. There were more missed

appointments in the winter months compared to the spring/summer months!

We are very proud to have gained accreditation to host GP Speciality Trainees at our practice. Since August 2022 we have hosted 5 trainees and look forward to welcoming 2 more trainees in the upcoming weeks!

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.

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 Joint care evening. This was greatly received by over 60 patients.

We are in discussions to arrange more evenings. If you have any suggestions for a health evening, please email us!

Just for fun!!!.....

1 – What has hands – but can't clap?

2 - What can you catch but never throw?

Answers! 1- a clock 2- a cold!