

Newsletter for Our Patients

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

tr.conwayroadmp@nhs.net

Website:

www.conwayroadsurgery.co.uk

What's happening in the surgery

Our flu clinics this year were a great success. So far we have vaccinated over 2000 patients of all ages who appreciated our staff giving up their Saturday mornings and Wednesday evenings. Thank you to the Patient Participation Group members who assisted us in the clinics this year. If you haven't had your flu vaccine yet please contact us and we can arrange for it to be administered by one of the nurses

In October all our staff attended their annual Basic Life Support training.

We have 3 staff members who have announced their pregnancies and we look forward to welcoming their new babies into the practice in the New Year

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 appointment. From July 2023- October 2023 we have received 1120 responses. 95.6% of these responses rated us as 'good' or 'very good.'

Did not attend

From July to October, there was 162 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) work both remotely and inhouse seeing our patients. They can assess, diagnose and recommend appropriate treatment or referrals.

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. Our next evening will be a Mens Health evening, to be held on 28th November. Text messages will be sent out in due course.

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.

PPG information.

Following the PPG group recommencing, we are pleased to update on the progress of what the group has been able to do:

We have worked with another local PPG group to gain knowledge of how we can improve even further for the benefit of both our own PPG group, and the patients here at Conway Road.

We are looking to giving regular updates and articles in the future on the Conway Rd Facebook page: <https://www.facebook.com/pages/Conway-Road-Medical-Centre/226473397373921> with a view possibly to extend to other social media platforms so we can reach all ages, ethnicities etc.

This year volunteers from the PPG group assisted with navigating patients at the flu vaccination sessions. This was an enormous help and appreciated by both the clinical and non clinical teams

The PPG are happy to promote the educational health evenings that are held at the practice ensuring that topics of interest to patients are put in place. We are always interested in ideas for future events, so please do contact the surgery if you have a particular medical area you would like to be featured.

We would like to encourage our eligible patients to have their flu vaccinations at Conway Road, rather than use a pharmacy or other provider.

Finally: 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 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 7
trainees!*