

Newsletter for Our Patients

Spring 2024

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)

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)

Pharmacists

Mental Health Worker

Address:

80a Conway Road,
Sale,
M33 2TB

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Website:

www.conwayroadsurgery.co.uk

What's happening in the surgery

We have had 2 staff babies born in the past month. Both Dr Polson and Nicola from reception have welcomed beautiful healthy baby boys. Welcome to the Conway Road family Jack and Jax. We are about to wave off our Practice Nurse Michelle Fung on her maternity leave as she prepares for her first baby. Exciting times here at CRMP.

Dr Polson's maternity leave is being covered by Dr Angie Riley and we have also employed a new salaried GP, Dr Jihad Syed. Both are very welcome additions to our clinical team.

Recently we held 3 free patient first aid courses. 2 for babies and children and 1 for adults. This was organised by our PPG members. We offered the courses to randomly selected patients who thoroughly enjoyed them and were taught essential life saving skills, CPR and how to use a defibrillator. We look forward to hosting more sessions in the future.

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 October 2023 - February 2024 we have received 1449 responses that rated us as 'good' or 'very good.'

Did not attend

From October 2023 to Feb 2024, there was 163 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 to book 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 have been working with NHS Property Services to get the pot holes fixed on the driveway. NHS Property Services have assured us they are looking into this. We have raised this with Trafford Council also who are responsible for the driveway pot hole. We will keep raising this until the issue is resolved.

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 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.

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 7 trainees