

# The Manor Practice—September 2019 Newsletter

## Introduction

Welcome to our latest Newsletter. Since the last Newsletter was published there have been a few changes here at The Manor Practice and we will try to cover them all here.

Inspected and rated

Good



We are very proud that our Practice has recently been inspected and rated as good by the Care Quality Commission.

**Thank you for your kind donations from the book stall.**

We have raised £155 in the past 3 months and this has been donated to the two below local charities

**“As You Are”**

A low cost counselling service based in Southwick

and

**“Adur Stroke Association”**

based in Shoreham

For the rest of the year, we would like to fundraise for a brand new Doppler machine for the surgery. This machine costs £2,700 and would help the Nursing team accurately assess patients with leg ulcers including diabetic patients. Proceeds from the book club will be put forward towards this piece of equipment.

## Carers' Clinic

- Are you aged over 18 and caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems?
- Are you having difficulty with maintaining your own health and wellbeing in order to cope with the demands of your daily routine?

At the Manor Practice we run a Carers' Clinic on the second Wednesday every month. This free service is provided by Sussex Community NHS Trust and staffed by trained health professionals who can provide you with advice and information to help you in your caring role. Pick up a leaflet from the Reception Desk or waiting room.



## Staff News

In February we bid a sad farewell to Dr Hoyle who has been a devoted Doctor at The Medical Centre for 20 years and Dr Bolton has also left the practice after dedicating 5 years to The Manor Practice they will be missed.

We now have the following GPs at the surgery:

**Dr Thomas**

**Dr Cressey**

**Dr Hancock**

**Dr Hoey**

**Dr Rahman**

**Dr Walker**

**Dr Jepson**

**Dr Collins**

**Dr Allan**

The following Nurse Practitioners:

**Paula Tanner - Advanced Nurse Practitioner**

**Gail Yacoubi**

In addition to those listed we have a further 4 nurses and 2 HCA's at the practice.

We also bade farewell to Janak Chauhan as our Business Manager. Pauline Atkinson is now the Practice Manager and is extremely dedicated to all of our patients. Candice Cody is the now the Finance Manager.

We would like to thank our patients for their continued support and are look forward to the future with you all.

## CHRONIC DISEASE MANAGEMENT

Chronic diseases and long-term conditions require regular reviews. We help monitor and manage a wide range of these.

Every year we aim to provide an annual review for all patients who have long term conditions. These appointments are longer than routine appointments. This is a great opportunity for you to understand your health and have one to one time with your GP or Practice Nurse.

### Unattended Appointments

In the last 3 months we have had a total of

**434**

appointments not attended.

**June - 131**

**July - 169**

**August - 134**

If you do need to cancel an appointment please call the practice prior.

**To cancel appointments please call:  
01273 596077**

### Cervical Smears

Uptake for booking and attending appointments for Cervical Smears is at an all-time national low yet there are more than 3,200 women diagnosed with cervical cancer every year in the UK and 900 die annually. All women aged 25 to 49 are invited for a screening test every 3 years and those aged 50-64 are invited every 5 years.



Friday 18th  
October. Staff will  
be wearing PINK  
supporting the  
Breast Cancer  
Now Charity.

### Surgery Training Days

Please note that the surgery will be closed from 12.00 noon for staff training on the 25th September. These days allow our clinicians and staff to attend important training sessions.

## Patient Participation Group

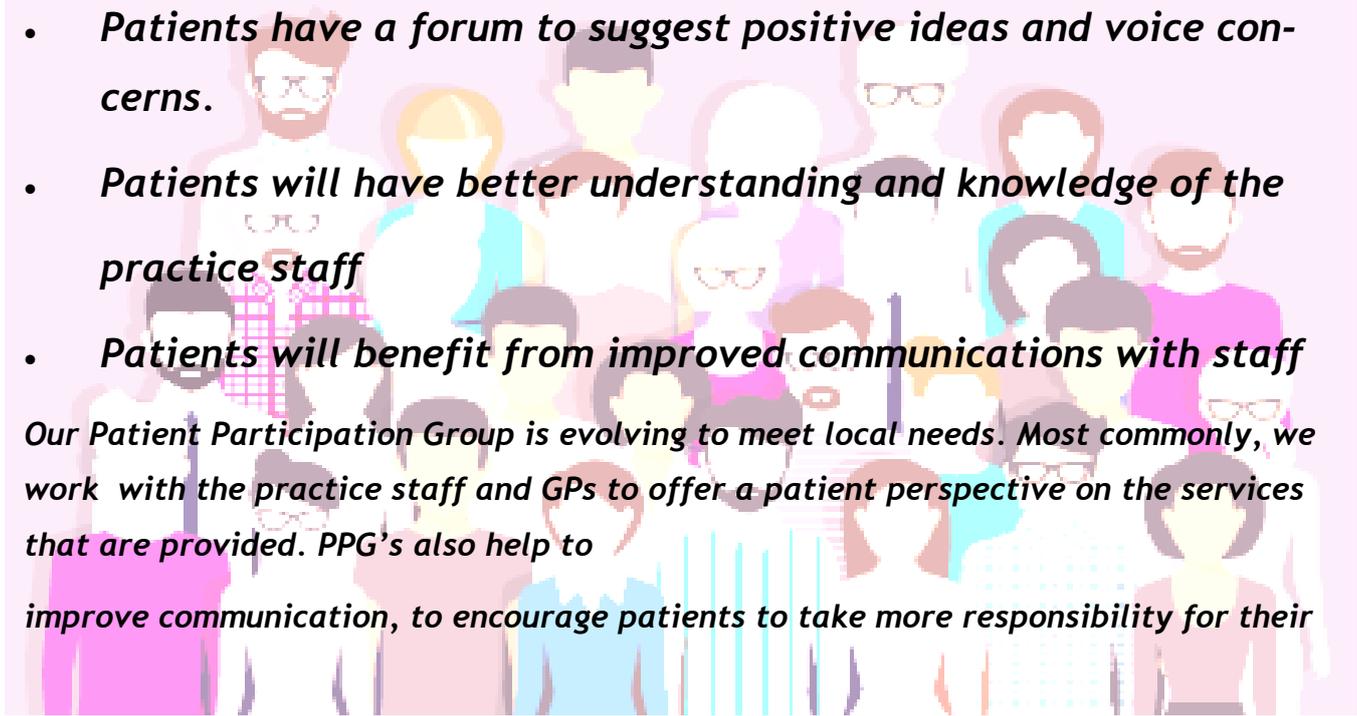
**Be Part of Our Patient Group.....Have your say .....**

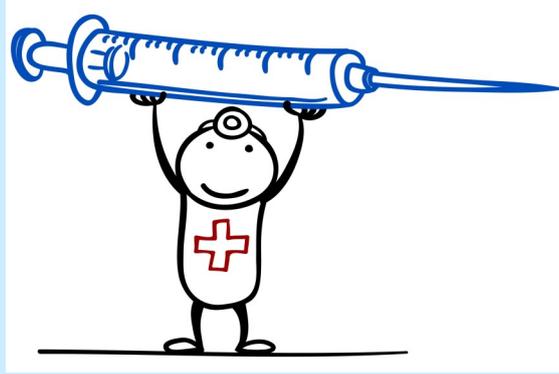
*At The Manor our Patient Participation Group consists of volunteer patients who are involved in making sure that the Manor Practice provide the services its patients need.*

### ***What are the benefits?***

- ***Patients have a forum to suggest positive ideas and voice concerns.***
- ***Patients will have better understanding and knowledge of the practice staff***
- ***Patients will benefit from improved communications with staff***

*Our Patient Participation Group is evolving to meet local needs. Most commonly, we work with the practice staff and GPs to offer a patient perspective on the services that are provided. PPG's also help to improve communication, to encourage patients to take more responsibility for their*





# FLU CLINICS 2019

SATURDAY 21ST SEPTEMBER

SATURDAY 12TH OCTOBER

Please contact the surgery to make your appointment

## **What You Need to Know**

Free vaccination is offered to people who are at risk:-

- ⇒ Over 65s
- ⇒ Pregnant Women
- ⇒ Patients with a serious long term health condition
  - Chronic respiratory disease
  - Chronic Heart disease
  - Chronic Kidney & Liver disease
  - Diabetes
  - Neurological conditions
  - Patients with a weakened immune system
- ⇒ If you are Overweight (BMI over 40)
- ⇒ Carers

Please call reception and arrange an appointment.

**If you are eligible for a Shingles or Pneumococcal vaccination our staff will advise you and you can have this at the same time.**

## WEEKEND AND EVENING APPOINTMENTS (GPAH)

**GP and Nurse appointments are now available during the evening and at the weekend.**

This means that appointments are available up to 8pm during the week, and during clinics on a Saturday and Sunday.

The teams will have access to your medical records with your consent, and any care they provide will be added to your notes so your GP Practice can continue any ongoing care.

You can book into these appointments by calling reception in the normal way, and they will be able to access the booking system and make sure you receive the help and support you need.

## ONLINE BOOKING

**GP routine appointments or Warfarin are now available to be booked online or through the NHS App**



**Parents or carers of children aged 10 and 11 years with incomplete MMR Vaccine**

**We are aware of large measles outbreaks in the UK**

**DO NOT let your child catch Measles—get them vaccinated with the MMR Vaccine**

Measles is extremely infectious and spreads easily. Many of the children who have caught measles have become very ill and have been hospitalised.

The **Meningitis ACWY** vaccines offers protection against 4 types of bacteria that can cause meningitis: meningococcal groups A, C, W and Y.

Sixth formers and "fresher" students going to university for the first time are advised to have the vaccination.