

Manor Practice Newsletter

brought to you by your Patient Participation Group (PPG)

Autumn 2018



Flu Vaccinations - Please book your flu vaccination appointment as your pre-ordered vaccination is now available at both sites - call Manor Practice on **0121 323 2121** or James Preston on **0121 3555473** to book today.

You can access the Newsletter online at www.manorpracticeashfurlong.co.uk

Making GP online services work well for patients

What is Patient Access online services?

Patients want to take more control of their health care and using Patient Access online services can make it more personal, convenient and efficient. The NHS is committed to using new technology to make its services more responsive to the needs of patients their families and their carers.

The **Patient Access** service helps patients to go online to:

- book appointments
- order repeat prescriptions
- see their patient record - including test results, medication and immunisations

Accessing Patient Access is quick, secure, and is freeing up more time for the patient, and the practice, by reducing the need for phone calls and visits. To register for the Patient Access service, please obtain a form from Reception or register on our website, then bring your personal identification in to the Practice Reception.



85%
say ordering prescriptions online is straightforward



NHS
England

*Source: 2016 NHS England survey by Patient Online
Data sample taken from 22,031 respondents who are currently using online services

Ordering repeat prescriptions is the most actively used online service within all age groups.
60% of all people report using this service.

90% of people with long-term conditions believe that ordering repeat prescriptions online is easy



PATIENT PARTICIPATION GROUP AGM

The PPG AGM is being held on **Thursday, 8 November 2018** from 12.30 p.m. at Ashfurlong Medical Centre. This is open to all Manor Practice Patients. If you would like to join the Patient Participation Group, please come along and have a chat. You can also have your say via the 'Virtual Members Group' - please register your details via the Practice website.

The NHS belongs to all of us. There are things that we can all do for ourselves and for one another to help it work effectively, and to ensure resources are used responsibly.

Extended Access to GP Appointments Out of Hours

Evening and weekend appointments will be available from 8 October 2018 for all Manor Practice patients. Appointments will need to be **booked in advance through The Manor Practice** and patients will be **seen at Ley Hill Surgery**, 228 Lichfield Road, Mere Green, B74 2UE.

What does this mean for patients? We will continue to provide high quality patient care. Providing extended access allows us to develop innovative ways of delivering healthcare which will further improve the services we offer. What is important is that now and in the future our patients are, and always will be, our priority.

Why have the doctors decided to do this? It has become increasingly challenging to provide high quality general practice services within the NHS. By working with Ley Hill Surgery, it ensures that our team can spend as much time with patients as possible. We are also able to work much more closely with our hospitals, community care services and social services for the benefit of patients.

Times are changing

Evening and weekend appointments are available from 8 October 2018 at **Ley Hill Surgery** for patients who are registered with the following GP practices:

- The Manor Practice
- Sutton Coldfield Group Practice
 - Falcon Medical Centre
 - Four Oaks Medical Centre
 - Ley Hill Surgery
 - Sutton Park Surgery
 - Tudor Practice
 - Vesev Practice

Appointments must be booked in advance through your own GP practice and are available with a range of clinicians

Appointments will be available:

Monday	6.30pm - 8pm
Tuesday	6.30pm - 8pm
Wednesday	6.30pm - 8pm
Thursday	6.30pm - 8pm
Friday	6.30pm - 8pm
Saturday	8.30am - 12.30pm
Sunday	8.30am - 12.30pm



Ley Hill Surgery

228 Lichfield Road, Sutton Coldfield, B74 2UE

Parking: 12 parking spaces are available on-site and off-site local car parks are available

Self-Care Week

12 – 18 November 2018: Choose Self Care for Life

Invest in your future self this **Self Care Week** by making small changes that can make a big difference. Choosing Self Care for Life is about making improvements in your life to protect your physical health and mental wellbeing. Follow these small steps to a healthier you:

- Get active; advice is to exercise for at least twenty minutes a day, it's ideal if you can incorporate this into your day by ditching the car and walking to work, or walking the dog, taking the stairs or even dancing around the kitchen table to your favourite songs!
- Eat well. We all know that healthy eating is crucial to our health, so we can start by swapping unhealthy snacks for healthy options such as nuts, seeds and fruit. Ask your pharmacist for advice on managing your weight.
- Make positive changes! Take steps to stop those bad habits that don't serve you well. This Self Care Week make a plan to stop smoking, reduce alcohol intake and get active! Your pharmacist can help with lifestyle changes such as weight management and stop smoking services.
- Rest. A good's night's sleep is as essential to our health and wellbeing as eating healthily and exercising so, make sure you get the recommended 7-8 hours a night!
- Stop! These days we lead have such busy lives that we sometimes forget to slow down and stop. Find time in your day to just quieten your mind. Mindfulness or yoga might be helpful.



Self-Care Week is an annual initiative organised by the Self Care Forum to raise awareness about the benefits of self-care and what people can do to take care of their health. It is to promote and encourage more self-care across communities, families and generations.



Patients and the public – your responsibilities

The NHS belongs to the people. It is there to improve our health and wellbeing, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives.

Please recognise that you can make a significant contribution to your own, and your family's, good health and wellbeing, and take personal responsibility for it.

Please treat NHS staff and other patients with respect and recognise that violence, or the causing of nuisance or disturbance on NHS premises, could result in prosecution. Please provide accurate information about your health, condition and status. **Please provide us with your email address and mobile telephone number.**

Please give feedback it will help to improve NHS services for all. Tell us about your experiences and the care you received - both positive and negative! You can often provide feedback anonymously and giving feedback will not adversely affect your care or how you are treated. If a family member or someone you care for is a patient and unable to provide feedback, you can do this on their behalf. You can feedback by responding to the text message you receive after your appointment, on the Practice website via the 'Contact Us' link or via the Friends and Family

Please participate in important public health programmes such as vaccination.

Please ensure that those closest to you are aware of your wishes about organ donation.

Please follow the course of treatment which you have agreed and talk to your clinician if you find this difficult.

Please keep appointments or cancel them. In **September 2018**, patients **did not attend 265** appointments at a cost of **£9,540** which could fund equipment for the Practice or improve patient services. It is never too late to

test at www.nhs.uk/friendsandfamily.

cancel an appointment!

Manor Practice Staff Update

Baby News!

We are delighted to announce the arrival of Dr King's baby boy, born on 2 October 2018. Both Mum and baby are doing very well.

GP Locum

Dr Anish Patel is our locum GP covering Dr King's maternity leave until October 2019 when Dr King is due to return.

GP Training

As a GP Training Practice our current GP residence are Dr Chitra Meyyappan and Dr Katie Birse.



Have you changed your contact details recently?

Please tell Reception or complete the change of details form on our website.

Hours of Service - Manor Practice GP Appointments are available as follows:

Monday	08.00am	-	6.30pm (6.30pm to 8.15pm Ashfurlong)
Tuesday	08.00am	-	6.30pm
Wednesday	08.00am	-	6.30pm
Thursday	08.00am	-	6.30pm
Friday	08.00am	-	6.30pm
Saturday	8.30am	-	12.30pm (Ashfurlong)

PLEASE CALL MANOR PRACTICE TO BOOK AN APPOINTMENT ON
0121 323 2121 (Ashfurlong) or 0121 355 5473 (James Preston)

Patient Feedback

Is there a particular feature you would like to see in the Manor Practice newsletter?

Please let us have your feedback via the **Contact Us** link on the Practice website:

<https://www.manorpracticeashfurlong.co.uk/contact-us/ask-the-practice/>

Address:

**Manor Practice
Ashfurlong Medical Centre
233 Tamworth Road
Sutton Coldfield
B75 6DX**

Email: www.manorpracticeashfurlong.co.uk

Telephone Numbers for appointments

Ashfurlong Medical Centre: 0121 323 2121

James Preston Health Centre: 0121 355 5473

Home Visits Only: 0121 354 2032