

The Manor Surgery

Patient Newsletter February 2024

Welcome to the February 2024 edition of our Patient Newsletter!

Please read on to keep informed about the latest news and developments at our Practice.

Chaperones

If you have a face-to-face appointment booked with a GP which may require an intimate examination, we are able to offer a trained chaperone to accompany you in the consultation. The chaperone is there to ensure the comfort and safety of both the patient and GP. If you would like a chaperone, please let a Receptionist know or ask the GP.

Dr Emily Layden is back!

Dr Layden has returned to work after her recent maternity leave. Her days of work are Thursdays and Fridays.

Childhood Immunisations

The Childhood immunisation programme begins when baby is 8 weeks old. The first vaccination appointment is booked alongside the postnatal check with a GP meaning you only have to attend the Practice once! Our care coordinator will be in touch to arrange the appointment.



This group is independent of the surgery but help us to get feedback on our patients' experiences. They are our 'critical friend' and offer us practical support and advice with regular meetings with the practice team. If you do have ideas, questions or would like to know more about how to support both patients and the surgery, please feel free to email our Practice Manager Emma Rowe on nnicb-nn.manorsurgeryreceptionist@nhs.net.

Medical Exemption Certificates

Patients who suffer from long term conditions or take medication regularly for epilepsy, diabetes, thyroid, Addison's or are undergoing treatment for cancer may be entitled to free prescriptions on the NHS. To obtain this, we ask that you fill out a FP92A form that we provide at reception, if you need further information, please contact **0300 330 1341**.

Injured or unwell? Use the right service



Self-care

- Grazed knees
- Sore throat
- Coughs & colds

Visit [nhs.uk](https://www.nhs.uk) for self-care advice



Pharmacy

- Headaches
- Upset stomach
- Aches & pains
- Bites & stings



NHS 111

Visit [111.nhs.uk](https://www.nhs.uk) or call 111 for advice and support

24 hours a day
7 days a week



GP

Call your GP for symptoms that won't go away



Minor Injury Unit

Urgent but not life-threatening

- sprains
- fractures
- burns

999

A&E

- Unconscious
- Breathing difficulties
- Stroke
- Heart attack
- Heavy bleeding
- Severe burns

#ChooseWell

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Practice Closed

The practice will be closed from 12:00pm on the following dates:

February 22nd

March 21st



Pharmacy Contact Details

Abbey Pharmacy: 0115 925 4522

Beeston Manor (old Boots): 0115 922 8291

Boots High Road: 0115 925 4464

Grewals Pharmacy: 0115 925 3034

Jardines Pharmacy: 0115 943 0487

Lloyds Pharmacy: 0115 939 2168

Tesco Pharmacy Beeston: 0115 827 1293

Ways Pharmacy: 0115 925 5584

Well Pharmacy: 0115 925 6607

BP Machines

We are able to loan blood pressure monitors if the GP has asked for a week's worth of readings. We ask for a £10 deposit which is then returned once you return the machine. Please enquire at reception for more details.

Ear Syringing

We are currently limited with nurse appointments, therefore it will be another month before we can offer appointments for ear syringing.

We are able to add patients to a waiting list for contact when appointments are available or alternatively, you are invited to attend a private provider.

MEASLES OUTBREAK

MMR is part of the NHS Routine Childhood Immunisation Programme – with one dose offered at one year and another second dose at 3 years 4 months. Parents whose infants missed out, or anyone of any age who has not yet had a vaccine, are urged to contact us on 0115 9076960 to book an appointment with the Practice Nurse.

You said, we did....

"It used to be much easier to book an appointment with a specific doctor which was good for continuity of care - even publishing a weekly rota of who worked when would make it easier to make an appointment with the same doctor."

Dr David Charles (GP): Thursday and Friday

Dr Christopher Evans-Hall (GP): Tuesday, Wednesday, and Friday

Dr Michael Mannion (GP): Monday, Wednesday, Thursday, and Friday

Dr Louis Mok (GP): Monday, Wednesday morning, Thursday, and Friday morning

Dr Sudam Prabhu (GP): Monday, Tuesday, Wednesday, and Friday

Dr James Read (GP): Tuesday, Wednesday morning and Friday

Dr Emma Shapiro (GP): Monday, Tuesday morning and Wednesday

Dr Anna Hewson (GP): Monday, Tuesday, Wednesday

Dr Emily Layden (GP): Thursday and Friday

Dr Alamgir Khan (Registrar): Monday, Tuesday, Thursday, and Friday

Dr Laura McCormick (Registrar): Thursday

Dr Ho (Registrar): Monday, Tuesday, Thursday, and Friday

Sean Massey (Physio): Tuesday and Thursday

You said, we did....

"Not to have any music/radio in the waiting room. There is no need for it."

We have had a period of having no music playing in the waiting room last year and it became apparent that patients were able to hear Receptionist's telephone conversations and conversations between staff regarding patient matters. As we take patient confidentiality seriously, we have returned to playing music in the waiting room to help protect patient privacy.

Facebook Group

We have a Facebook account where surgery updates, general health information and resources are shared. The QR code will send you to our page for you to view.

