

The Manor  
Practice

# Patient Newsletter

Issue 1

July 2022

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## Welcome!

Welcome to the new Manor Practice Patient Newsletter! It has been some time since regular patient communications have been sent to patients – partly due to COVID and partly a change in Practice Manager. In October 2021, Leanne Hoye became the new Practice Manager and has been gaining a working understanding of the practice and patient needs since starting.

This publication will aim to inform you of what is happening in The Manor Practice, from changes in your clinicians to current processes relating to COVID and appointment booking.

The last two years have forced significant changes in the way we work at the practice due to the enhanced infection control needed throughout the COVID pandemic. Whilst the pandemic is

not yet behind us, we realise the need for the practice to establish a 'new normal' to meet the needs of the patients, whilst still protecting the staff and vulnerable patients.



## Current COVID Guidelines

### COVID Guidance Summary

- You are required to wear a mask in the practice
- Telephone triage helps to protect both patients and clinicians
- NHS staff are still completing lateral flow tests twice a week.
- COVID rates are currently very high

Many people are unaware that whilst mask wearing, lateral flow testing and self-isolation have ended for the public, that is not the case for the NHS.

Staff working in a healthcare environment are still required to complete a lateral flow test twice a week and isolate if they are positive or symptomatic. At The

Manor Practice, we continued to ask our staff to wear masks when social distancing was not possible and our clinicians also require patients to wear masks when being seen face to face.

The reason we have done this and continue to do telephone triage before arranging face to face appointments is that if any of our clinicians

catch COVID, it stops them being able to provide any appointments. Even with 3 vaccinations, COVID is making staff too unwell to even work remotely!

An update was given by NHS England on 7 July, making face masks mandatory again in healthcare settings. This is due to the current increase in COVID rates.

# Appointments

Please find below details of the types of appointments and when they are available.

**Prebooked appointment** – currently the prebooked appointments are telephone calls and can be booked up to two weeks in advance. The clinician will arrange for you to be seen face to face if necessary and appropriate.

**Medication Review** – You will be contacted and scheduled for a call on a Monday evening or Saturday morning.

**Minor Illness** – available on the day or in advance, these appointments are with our Nurse Practitioners or Physicians Associate and cover conditions such as ear aches, skin conditions and a variety of infections.

**Blood Tests** – these are available to book if you have been told a blood test is required.

**Nurse appointments** – You can book in advance to see a nurse for long term condition management, contraception, cervical screening, dressings, injections

and much more.

**On the day appointments** – If you have a condition that cannot wait, the surgery has urgent appointments released each morning. If the clinics are full, you may be referred to a duty doctor to establish if you need to be seen that day.



## Telephones

A number of concerns have been raised regarding the number of calls and the wait times needed



to get through to the practice by telephone.

The Manor Practice, alongside many practices across the

country are seeing call volumes reach new highs and the telephones systems in place are not equipped to deal with such volumes. It is not a case of getting more staff to answer the phones – our buildings are full to the brim and there are no more phone lines for them to answer. That does not mean we are ignoring the issue however and we are

working on a number of options to reduce the volume of calls, as well as liaising with the telephone provider to see how we can make calling the surgery a better experience for all. We want to be honest and realistic – please don't expect immediate change! We do want to reassure you that we are aware of the issue and are working hard to improve things.

## Ashfurlong Medical Centre and James Preston Health Centre

Many of you will be aware that The Manor Practice is based at both of the sites mentioned above. You may not know, however, that both sites operate as a single practice. This means that you do not have to contact each site separately for an appointment there, either site would be able to help with both

bookings! It does not matter if you handed your registration form in at Ashfurlong, and request prescriptions from

James Preston, the staff will be able to access your record at both sites. Whilst the telephone numbers for each are different, the service you receive at the surgeries will be the same.

"The service you receive at the surgeries will be the same."

# Practice Clinical Staff

There have been a few changes to our clinical workforce, so here are details of clinicians currently at the practice.

**GPs**

- Dr Forshaw
- Dr Speak
- Dr Dasgupta
- Dr Hewett
- Dr Rees
- Dr Goodgame
- Dr Parnell
- Dr Westwood

**Advanced Clinical Practitioner**

Sarah M

**Physicians Associate**

Vicky

**Nurses**

- Marie
- Beverley
- Sarah T

- Hayley
- Katie
- Laura
- Nina
- Leanne

**Health Care Assistants**

- Linda
- Amy

**Phlebotomists**

- Pat
- Natalie
- Beki

**First Contact Physio (PCN)**

Joanna

**Pharmacists (PCN)**

- Sumeet
- Santokh

- Helena
- Hardip
- Humaira

**Pharmacist technicians (PCN)**

- Leah
- Emma

We encourage development of staff within the practice, with many nurses now qualified to prescribe medicines and some receptionists retraining into clinical roles!

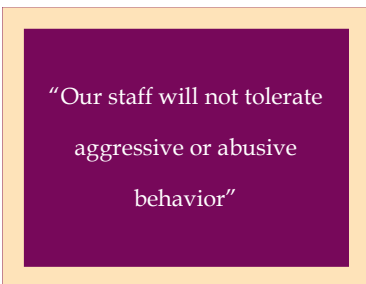
The roles above marked as PCN mean the staff work across our Primary Care Network – a collaboration between Manor, Ashfield and Hawthorns surgeries.



Amy and Beki – Both formerly receptionists!

## Zero Tolerance Policy

Whilst a majority of patients are respectful towards our staff, both clinical and non-clinical, there are those few who are less understanding. Our staff want nothing more than to be able to help you, either by offering you an appoint-



ment or treating a condition, but unfortunately that is not always possible. We understand that this can be frustrating, however our staff will not tolerate aggressive or abusive behaviour from patients, either in person or on the phone. Please be

aware that anyone displaying this behavior will receive a letter warning them about their behavior and providing a copy of the zero tolerance policy. Repeat offenders will be removed from the registered patient list and will need to find a new practice. We would like to thank a majority of you for your patience and understanding and apologise that this message is needed at all.

## AccuRx admin triage

The surgery is now providing a new way for you to contact us with your non-clinical queries – AccuRx triage. The system will allow you to request a prescription, ask for results, check a referral, ask about a doctors or insurance letter or request a fit (sick) note. Without phoning the practice.

Over the last few months we have

sent the link to thousands of patients, a few hundred at a time, to ensure we have the system working correctly and that we are able to deal with requests in a timely manner. This does not replace Pa-



tient Access and you will still be able to request prescriptions and book appointments online. If you have not yet received the link from us, you can access the service by visiting

<https://floreay.accurx.com/p/M85033>



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23 Tamworth Road  
B75 6DX  
James Preston Health Centre  
61 Holland Road  
B72 1RL  
0121 323 2121  
0121 354 2032

The Manor Practice

[www.manorpracticeashfurlong.co.uk](http://www.manorpracticeashfurlong.co.uk)

HEALTH CARE WITH  
CARE

The Manor Practice operates over two sites in Sutton Coldfield – Ashfurlong Medical Centre on Tamworth Road and James Preston Health Centre on Holland Road. Most of our staff can be seen at either surgery and we aim for clinical staff to provide appointments at both sites throughout each week.

When contacting the practice, the receptionists will be able to direct you to the most appropriate clinician for your particular health need. Please do not be offended when they ask the nature of your problem, they have been trained to recognize potentially serious symptoms, to know the best clinician for the problem and how to get you seen in the shortest time possible. All staff are also regularly trained on confidentiality.

Currently all appointments with the surgery are telephone consultations unless specified otherwise. This is to minimize the infection risks to vulnerable patients and to staff. In the coming weeks, we are looking to offer patients the choice of face to face or telephone appointments for pre-booked appointments, however there will still be a need to check symptoms before face to face appointments are booked.

## Want to be involved?

The Manor Practice have an active Patient Participation Group (PPG). This is a small group of patients who help the practice to identify service issues and meet with the managers and partners to discuss these. The PPG offers patients the opportunity to input ideas and suggestions as to how the service can improve and better communicate with all patients. This newsletter is a direct outcome of matters raised in the PPG meetings.

If you are interested in joining the PPG, please fill out a form on our website, or ask at reception

at either site. Your application will be discussed with the current members, who will consider the information provided and will work with



the practice to ensure that the PPG reflects the diversity of the practices patient population as much as possible. The PPG may then invite you to observe the next meeting, typically held on a Monday at 1pm, every 4 to 8 weeks depending on availability. PPGs are patient led groups, therefore the members will get to know you at the meet-ing and ensure they feel you will fit well into the group before formally replying to your application. Meetings are currently held face to face with appropriate COVID measures in place.