

# NEWSLETTER

ISSUE 3  
JANUARY 2024



## WE HAVE A NEW WEBSITE

In response to patient feedback, Uplands Medical Practice welcomes you to our new and improved website. There's still some work to do so please bear with us as you move around the site. If there's anything missing you would like to see us feature on the website, please contact us and let us know.

This newsletter is adapted from our online version available on our website. For any forms or information you can't see because they are links, please ask at Reception.



# Cervical Cancer Awareness Week

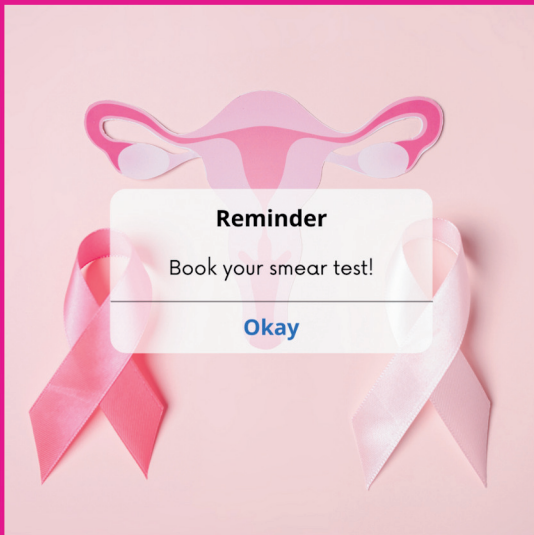


22nd – 28th January 2024

Every day in the UK, 2 women lose their lives to cervical cancer and 9 more receive a life-changing diagnosis. Last year we launched our End Cervical Cancer campaign.

Together #WeCan work towards a day where cervical cancer is a thing of the past.

Going for **your** cervical screening **can** help prevent cervical cancer.



You can book a smear test at the practice 'in hours'. Extra appointments are also available between 4pm to 8pm Mon to Fri and Sat and Sun 9-5pm.

## Do you know the symptoms of cervical cancer?

The most common symptoms include:



Vaginal bleeding that is unusual for you – after menopause, between regular periods or after sex



Unexplained pain in your lower back or between your hip bones (pelvis)



Pain or discomfort during sex



Changes to vaginal discharge

These symptoms are not usually cervical cancer, but it's important to contact your GP and get them checked out. Don't wait for cervical screening (a smear test).

If your GP asks you to go into the surgery, don't worry – they have measures in place to keep you safe from coronavirus.

For more information or support, call our Helpline on 0808 802 8000 or visit [jostrust.org.uk/symptoms](http://jostrust.org.uk/symptoms)



Charity Number: 1133542 Scottish Charity Number: SC0411236

# Do more with the NHS App!

## Can everyone use all of these services?

Not yet. The services you can access will vary depending on the services offered by your GP practice.

To use some services, you will need to verify your identity. You only need to do this once. You can learn more about how to register and verify your identity in a separate leaflet: 'Getting started with the NHS App'. Or you can get help on our website: [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp)

## Your data and permissions

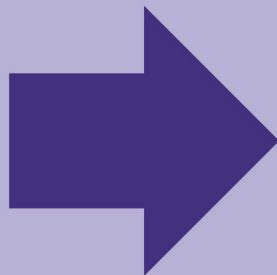
The NHS App does not store any patient data. It lets you view your health information held by your GP and other healthcare professionals.



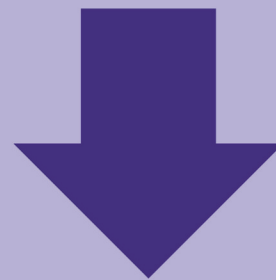
## Help and support

If you have any problems using the NHS App, you can:

- go to 'Help' in the top right-hand corner of the app. You will get help related to the feature you are using
- visit [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp), or scan here



To download the NHS App, scan here



# What you said...

## WEEKLY DROP-IN WHAT YOU SAID...

- Offer longer appointments to patients with complex conditions
- Annual reviews
- Better communication about changes in the surgery
- Paint building
- Online system to request appointments and prescriptions
- Clinicians to dress more professionally
- Doctors to review notes and read reasons why patients are booked in

Thank you for all your feedback about the drop-in sessions. I really appreciate patients taking the time to come and see me.

Kirsty Howe - Operations Manager

[www.theuplandsmpr.nhs.uk](http://www.theuplandsmpr.nhs.uk)

## OUR PATIENT FEEDBACK

**What motivated you to attend today?**  
"Knowing I was overdue and being told I could discuss my concerns with the doctor in a more relaxed environment".

**What is the most useful part of today's visit?**  
"Being able to come in without an appointment".

**Is there anything you would change about today's visit?**  
"Nothing - perfect".

**Before attending today, did you have any concerns about your smear test?**  
"Pain through having tilted cervix and PTSD triggers".

"Lovely staff, very friendly atmosphere"

"Fantastic"

"Very lovely welcome and super lovely staff"

THANK YOU FOR YOUR TIME AND FEEDBACK

## Extended Hours Access

### Practice Opening Hours

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

From Monday 16th October 2023 our doors are being shut until 8.30am and closing early at 18.00pm.

The phone lines are still open between 8.00am - 18.30pm.

Available Monday to Friday 4-8pm and Saturday and Sunday 9-5pm.

At sites in **Prestwich** and **Bury** which are offered on behalf of the practice.

Great for working people or those needing flexibility or 'on the day' appointments.

Appointments with a GP, nurse, health care worker and pharmacist are available.

Book by submitting an online consultation on our website or ring on the day speak to reception.



Our **NEW** Telephony system will be implemented with a call back option and call queuing which will reduce the hold time.

## SELF REFERRALS

You can now self-refer, follow the link below to find out more.

<https://www.theuplandsmpr.nhs.uk/health-information/appointments/>

A GP appointment is not required for self-referral and gets you seen quicker by the appropriate healthcare provider.