

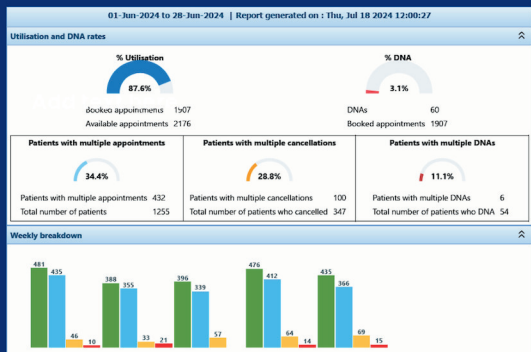
NEWSLETTER

ISSUE 9
JULY 2024



HELP KEEP WAITING TIMES SHORT AND CANCEL UNWANTED APPOINTMENTS

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.



Age/Gender	Booked	DNA	DNA Rate	Female Booked	Female DNA	Female DNA Rate	Total Booked	Total DNA	Total DNA Rate
Less than 1 year	15	1	6.7%	24	1	4.2%	39	2	5.1%
1 - 5 year	35	2	5.7%	25	1	4%	60	3	5%
6 - 15 year	40	3	7.5%	59	2	3.4%	99	5	5%
16 - 45 year	208	10	4.8%	382	11	2.9%	590	21	3.6%
46 - 64 year	212	2	0.9%	309	5	1.6%	521	7	1.3%
65 - 80 year	162	4	2.5%	203	5	2.5%	365	9	2.5%
81+ year	78	2	2.6%	149	13	8.7%	227	15	6.6%

To ensure that waiting lists for appointments stay short, it is important to cancel any appointments that are no longer needed promptly.

To cancel an appointment:

- Access your NHS account via the NHS website or NHS App.
- Simply reply with CANCEL to the appointment reminder text message.
- Call us at 0161 766 8221 during our opening hours.

FRIENDS & FAMILY TEST RESULTS

June

474 responses submitted

Overall, how was your experience of our service?



Treemap

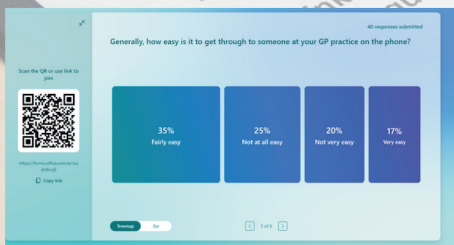
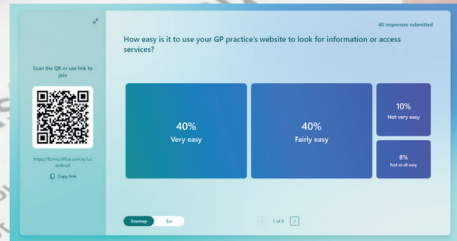
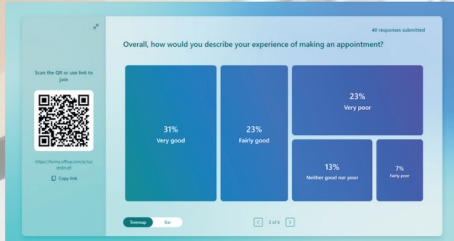
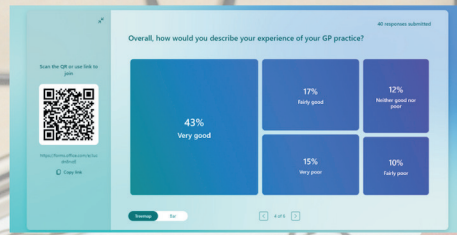
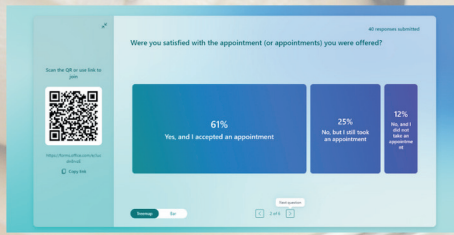
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GP Patient Survey Results 2024



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If you have any feedback good or bad, help us to help you – pop into one of our **monthly drop-in sessions at the practice and talk to one of the team – last **Wednesday of every month 10-11am.****



We have reviewed the latest survey results and wanted to take this opportunity to reach out to our patients to offer our comments on this.

GP partner of The Uplands Medical Practice, Dr Ifat Hussain said: “We acknowledge the recent NHS GP Patient Survey results and while we’re pleased to see some improvements in access, we recognise there’s still more work to do. It’s crucial to note that the survey (January–March 2024) doesn’t reflect recent significant improvements, including our new telephone system and enhanced online services introduced in spring.

Our own patient surveys carried out more recently show a positive trend, and we’re committed to further improvements this Autumn. Community health initiatives, such as our bake-off, women’s health events, and mental health drop-ins, which showcase our dedication to comprehensive care, have been really well received.

We’re actively listening to patient feedback at every stage and working closely with our wonderful Patient Participation Group, Healthwatch, and other local stakeholders to continually enhance our services.”

Save money with a PPC



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Prescription Pre-Payment Certificates

If you know you'll have to pay for a lot of NHS prescriptions, it may be cheaper to buy a prescription prepayment certificate (PPC).

A PPC covers all your NHS prescriptions, including NHS dental prescriptions, no matter how many items you need.

A PPC does not cover the cost of other health items, such as wigs and fabric supports.

Prescription charges are for each item not for each prescription. For example, if your prescription has 3 medicines on it you will have to pay the prescription charge 3 times.

There are 3 PPC options:

- a **3-month** PPC costs £32.05 and will save you money if you need more than 3 prescribed items in 3 months
- a **12-month** PPC costs £114.50 and will save you money if you need more than 11 prescribed items in a year
- a **hormone replacement therapy (HRT)** PPC costs £19.80 and will save you money if you need more than 2 prescribed qualifying HRT items in a year

A PPC for hormone replacement therapy (HRT) covers an unlimited number of some HRT medicines for 12 months, including if they're prescribed for something other than menopause symptoms.

For details on how to apply, visit - <https://www.nhs.uk/nhs-services/prescriptions/save-money-with-a-prescription-prepayment-certificate-ppc/>



0161 766 8221



gmicb-bu.uplandsmedicalpractice@nhs.net



www.theuplandsmp.nhs.uk

Uplands Community Bake-off Event



Great Whitefield & Prestwich

BAKE-OFF

28th June - 12.30-2pm



The Uplands Medical Practice recently held a community Bake-off Event on 28th June 2024.

It was a fun event where residents from Whitefield and Prestwich could participate by bringing in their baked goods. There were various categories, including 'best healthy bake' and the 'best staff bake' and prizes were given to the best bakes.

Due to the current project, the Uplands are taking part in the practice featured 'free health checks for patients' including BP checks and being able to speak to qualified Healthcare Assistant James Butler and Practice Nurse Shaeen Bi around lifestyle advice.

We also had professional guitarist, John Anthony, on the day playing some lovely guitar music for us.



0161 766 8221



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Events happening at Uplands...

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WOMEN'S ZONE



Join us for a chat on women's self-care, health and well-being.



Where



Whitefield Health Centre, Bury New Road, Whitefield, Manchester, M45 8GH.

Contact Us

Phone 07539 825740
Email ummumar99@hotmail.co.uk
Website www.theuplandsmpr.nhs.uk



HERE TO HEAR MONTHLY DROP-IN SESSIONS



DROP-IN

TO ONE OF OUR FREE AND CONFIDENTIAL MONTHLY SESSIONS AND MEET THE SENIOR MANAGEMENT TEAM.

FEEDBACK

ABOUT YOUR RECENT EXPERIENCES OF NHS AND SOCIAL CARE SERVICES.

PICK UP

SOME INFORMATION ABOUT LOCAL SERVICES AND SUPPORT.

We look forward to seeing you!

FIND US AT :

UPLANDS MEDICAL PRACTICE
WHITEFIELD HEALTH CENTRE
BURY NEW ROAD
WHITEFIELD
MANCHESTER
M45 8GH

CALL : 0161 766 8221

CONTACT : MALISHA FATIMA

THE FIRST SESSION WILL BE ON 31ST JULY 2024 - 10AM-11AM

THEN THE LAST WEDNESDAY OF EVERY MONTH - 10AM-11AM.

COMMUNITY SOCIAL DROP-IN

Come and join us every Wednesday 12:30pm-3pm at St. Andrew's Church
Ribble drive, Whitefield, M45 8NA (Please use side entrance)

Get involved in community projects
Brew & Chat
Advice and Support to access services and organisations
Connect with others And much more...

Come along or email your Whitefield Social Prescriber rebecca.martin7@nhs.net or call 07572 396531 for more info

Whitefield Wellbeing Walks

Get outdoors to enjoy nature, meet new people and do some gentle exercise!

Walk for Wellbeing
Meet outside Uplands Medical Centre, 59 Parr Ln, Usworth, Bury BL9 4LR.
Social Wednesday of the month
Meet at 10:30am
Walk through Suroybank Park and surrounding areas.

Wander in the Parks
Meet on outside Uplands Medical Practice, Whitefield Health Centre, M45 8GH
Social Wednesday of the month
Meet at 10:30am
Gentle stroll around Whitefield Park and Harecroft Park.
Please note: walkers are advised to wear appropriate comfortable footwear and weather appropriate clothing. We'll be happy to help on loads welcome!

For more information or to book please email rebecca.martin7@nhs.net or cdesmond@lancswt.org.uk or ring Rebecca on 07572 396531

CHIT-CHAT

Come and join your Whitefield Social Prescriber for our weekly chat social group to connect and socialise with others.

Fridays
1pm-2:30pm
at The Blue Bell
840 Manchester Road, Bury, BL9 8DW

Come along or email your Whitefield Social Prescriber rebecca.martin7@nhs.net or call 07572 396531 for more info

Help Us Create UNSWORTH COMMUNITY GARDEN

Help us to develop Unsworth Medical Centre gardens into a urban haven for our local community and wildlife.
Meet new people, learn new gardening skills and improve physical & mental health.

Meet outside Unsworth Medical Centre, 59 Parr Ln, Usworth, Bury BL9 4LR.
First and Third Tuesday of the month at 1pm-2:30pm

- No previous gardening knowledge or skills required.
- Please wear sturdy footwear and appropriate clothing for the weather (no open toed shoes).
- MOST IMPORTANTLY!** - Shovels and cake will be provided!

Registering interest is essential. To register interest, please email: rebecca.martin7@nhs.net or cdesmond@lancswt.org.uk or call Rebecca on 07572 396531.

Menopause

Educational, Support & Awareness Sessions

TOPICS COVERED:

- TUESDAY 26TH APRIL 2024 12:30PM-1:30PM
- TUESDAY 16TH APRIL 2024 7PM-8:30PM
- THURSDAY 1ST MARCH 2024 10:30AM-11:30AM
- TUESDAY 2ND JULY 2024 12:30PM-1:30PM
- TUESDAY 19TH JULY 2024 7PM-8:30PM
- SATURDAY 21ST AUGUST 2024 10:30AM-11:30AM

© CASTLE LEISURE CENTRE, BURY (ROOM 01)

NO NEED TO BOOK, JUST TURN UP AND WE WILL LOOK FORWARD TO SEEING YOU!

IF YOU NEED ANY FURTHER INFORMATION OR HAVE ANY QUESTIONS ON THE SESSIONS PLEASE CONTACT LIVERWELLBURY.GOV.UK 0161 253 7573

August Events:

UNSWORTH COMMUNITY GARDEN - 6th August.

COMMUNITY SOCIAL DROP-IN - 7th, 14th, 20th, 21st, 28th August.

CHIT CHAT SOCIAL GROUP - 2nd, 9th, 16th, 23rd, 30th August.

WALK FOR WELLBEING - 14th August.

MY MIND & ME - 9th August.

WOMEN'S ZONE (COFFEE MORNING) - 22nd August.

WANDER IN THE PARKS - 28th August.

MENOPAUSE - Educational, Support & Awareness - 31st August.

HERE TO HEAR (MONTHLY DROP-IN SESSIONS) - 31st July.

For full details on all our forthcoming events please visit our website here - <https://www.theuplandsmpr.nhs.uk/events/>

Samaritans Awareness Day



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27th July 2024

Raising awareness this July

The Samaritans are raising awareness throughout July, to let people know that they can talk to them, day or night, 24/7.

Every year in July, Samaritans branches in the UK and Ireland hold local events to raise awareness that Samaritans are here to listen to anyone who's struggling to cope, at any time of the day or night.

Whatever you're going through, call them free any time, from any phone, on 116 123.

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.

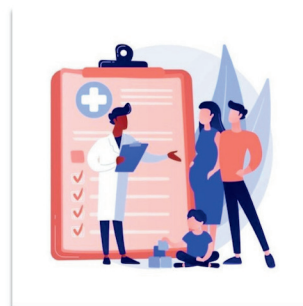
Appointments with a GP, nurse, health care worker and pharmacist are available.

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



IRAS ID: 340303
NHS REC ref: 24/NW/0175

DO YOU HAVE AN OPINION ON HOW PATIENTS SHOULD ACCESS APPOINTMENTS IN GENERAL PRACTICE?



PARTICIPANTS REQUIRED

We are conducting a study aimed at understanding how we can best balance quick access to general practice appointments and continuity of care (seeing the same doctor or nurse).

DETAILS

We are looking for adult volunteers to take part in a 1-to-2-hour group discussion. During these groups 6-10 patients will discuss with a researcher what they think about the government's proposals to change access to general practice. These groups will take place either online or face-to-face at a number of different times and dates (including some evenings). The aim of the research is to understand patient opinions, we will then provide feedback to NHS organisations planning to make changes to general practice. Participants will receive financial compensation for participating.

IF YOU ARE INTERESTED

Please contact the research team:
patrick.burch@manchester.ac.uk
sarah.skyrme@manchester.ac.uk

Phone: 01613066168

Scan the QR code to find out more about taking part.

