

NEWSLETTER

ISSUE 10
AUGUST 2024



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.

HELP KEEP WAITING TIMES SHORT AND CANCEL UNWANTED APPOINTMENTS



Booked appointments 2166
Available appointments 2510

Patients with multiple appointments



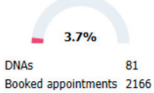
Patients with multiple appointments 504
Total number of patients 1303

Patients with multiple cancellations



Patients with multiple cancellations 98
Total number of patients who cancelled 388

% DNA



DNAs 81
Booked appointments 2166

Patients with multiple DNAs



Patients with multiple DNAs 5
Total number of patients who DNA 75

DNA's have a significant impact on the NHS. It can lead to financial costs and increased waiting times. Patients who may need medical attention face longer waiting times.

In June the number of DNA's was 54, in July they are 75!

FRIENDS & FAMILY TEST RESULTS

July

Overall, how was your experience of our service?



Take action now to save general practice

GP Ballot to protect your practice, protect your patients

GP partners/contractors in England have voted overwhelmingly for collective action, which we are urging practices to start immediately.

GP partners vote for collected action

GP partners/contractors in England have voted overwhelmingly in favour of collective action. Seven in ten eligible members voted in the non-statutory ballot, with an overwhelming 98.3% of members voting yes, indicating that they are willing to take action to save general practice.

The BMA now urges GP partners/contractors to start taking at least one of the actions detailed below, starting 1 August 2024. These actions will be easy, safe and sustainable. Above all they will turn up the pressure on the Government to do the right thing for general practice and patients. We need a new contract that is fit for purpose, one that provides the investment and workforce needed to reset general practice and provide patients with family doctors.

The BMA have had several meetings with the new Secretary of State, and shared their vision for the future of general practice. They remain open to continuing discussions, to ensure GPs secure the contract that patients and staff deserve. Their vision has been informed by their conversations with thousands of GPs across roadshows in recent weeks.

If not now, when?

From 1st August 2024, every practice in England has begun to take action from the BMA menu. BMA know many practices have been planning and may already know the actions they wish to take. Others may still be considering their options. This must work for our individual practice – do what is right for our individual needs. Each of the actions are safe, effective, sustainable and clear. We can choose to do one or many, and they are each described and detailed on the [BMA website](#). It's up to each practice to choose which actions to take, and when.

Over the coming weeks, BMA be liaising with LMCs to gather data on any actions that which decisions practices across England are taking, so they can measure the impact of our collective action. This crucial information will help inform their discussions and negotiations with NHS England to do the right thing for patients in protecting general practice, as well as support the new Government in delivering on the commitments in their election manifesto.

We are calling for safety, stability and hope

- Safety now with a commitment to recover resource lost from the core contract to ensure practice stability and viability.
- Stability for practices to be able to employ and retain the GPs and clinical staff they need to deliver the care our patients deserve – especially when there are GPs without jobs!
- Hope for the future: a new contract that works for all parties, that provides the investment, workforce, infrastructure and stability needed to reset and rebuild general practice.

Stand together for change!



Award for student placement 2023-2024

Uplands would like to extend their thanks to the patients who have consented to seeing medical students. Their support really helps us in the education journey of our future medical doctors, who we want to retain in the locality.

We will have new medical students from September.

We have collated and analysed the feedback from the students who attended placement with you during the academic year. Your placement score for Year 5 was 4.85 (from 7 students) compared to the Year 5 overall average of 4.71.

Some noteworthy feedback comments include:

"Dr Hussain was a really good mentor and helped us develop confidence in treating a wide variety of conditions - had a really good time on this placement."

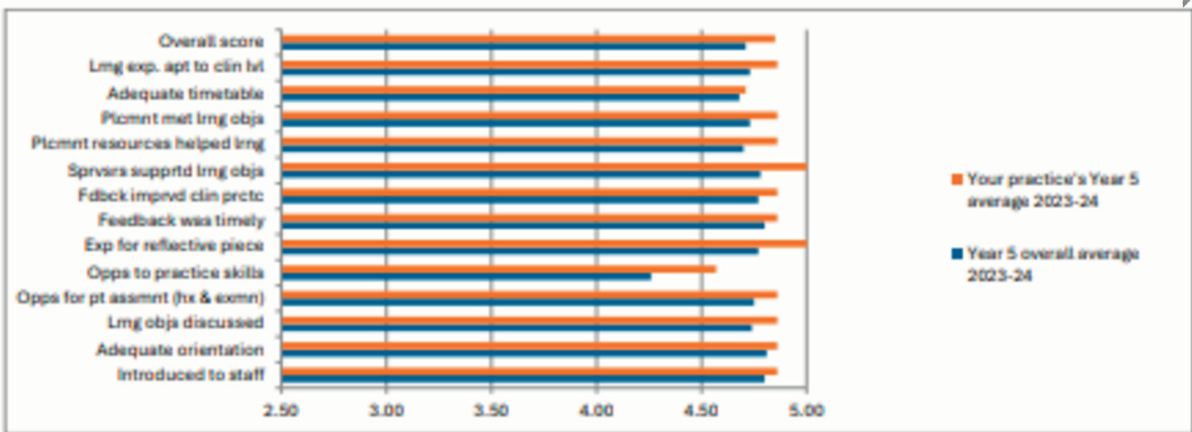
"really engaging placement. good learning experiences. friendly environment. care home ward round was especially useful."

Based on the feedback from the students as seen in the QI report, we have received the silver award for the placements we provided.



Year 5

ID151 - The Uplands Medical Centre: Your placement score for Year 5 was 4.85 (from 7 students) compared to the Year 5 overall average of 4.71.



	Inho to staff	Orientalion	LOH discussed	Opps for pt assessment	Opps for procedural skills	Exp. for reflective piece	Feedback discussed timely	Improved clinical practice	Feedback supported LOH	Supervisor resources helped lmg	Placement met LOH	Adequate timetable	Learning exp. apt to clinical level	Overall placement score
Your placement	4.86	4.86	4.86	4.86	4.57	5.00	4.86	4.86	5.00	4.86	4.86	4.71	4.86	4.85
Year 5 Overall	4.80	4.81	4.74	4.75	4.26	4.77	4.80	4.77	4.78	4.70	4.73	4.68	4.73	4.71



Events happening at Uplands...

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What do you think about the collective action? Come and discuss with me in my next drop-in session 28th August.



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.

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.

We look forward to seeing you!

Menopause

Educational, Support & Awareness Sessions

TOPICS COVERED:

- HRT
- Bone Health
- Nutrition for the menopause
- Sleep and Coping Strategies


1	TUURSDAY 19TH SEPTEMBER 2024 12:30PM-1:30PM	4	THURSDAY 21ST NOVEMBER 2024 7PM-8:30PM
2	TUESDAY 8TH OCTOBER 2024 7PM-8:30PM	5	THURSDAY 6TH DECEMBER 2024 12:30PM-1:30PM
3	THURSDAY 31ST OCTOBER 2024 12:30PM-1:30PM	6	WEDNESDAY 15TH JANUARY 2025 7PM-8:30PM

@ CASTLE LEISURE CENTRE, BURY (ROOM D)

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:

LIVELL@BURY.GOV.UK 0161 253 7575



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 Unsworth Medical Centre, 59 Parr Ln, Unsworth, Bury BL9 4JL.
- Social Wednesday of the month
- Meet at 10:00am
- Walk through Sunnybank Park and surrounding areas.

Wander in the Parks

- Meet outside Uplands Medical Practice, Whitefield Health Centre, Med 10/11
- Social Wednesday of the month
- Meet at 10:00am
- Gentle stroll around Whitefield Park and Horseshoe Park.

Please note: walkers are advised to wear appropriate comfortable footwear and weather appropriate clothing. Well behaved dogs on leads welcome!

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

CHIT-CHAT

Come and join your Whitefield Social Prescriber for our weekly chit 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, Unsworth, Bury BL9 4JL.

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 - Stewes and cake will be provided!

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

WOMEN'S ZONE

Monthly drop-in

Starting on 19th March at 10:30am-12pm

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

Where: The Uplands Whitefield Health Centre, Bury New Road, Whitefield, Manchester, M45 8NA.

Contact: rebecca.martin7@nhs.net

Phone: 07572 396531
Email: rebecca.martin7@nhs.net
Website: www.theuplandsmp.nhs.uk

August/September Events:

UNSWORTH COMMUNITY GARDEN - 6th August, 3rd September.

COMMUNITY SOCIAL DROP-IN - 20th, 21st, 28th Aug & 4th, 11th Sept.

CHIT CHAT SOCIAL GROUP - 16th, 23rd, 30th August. 6th, 13th Sept.

WALK FOR WELLBEING - 14th August. 11th September.

MY MIND & ME - 13th September.

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

WANDER IN THE PARKS - 28th August.

MENOPAUSE - Educational, Support & Awareness - 19th September.

HERE TO HEAR (MONTHLY DROP-IN SESSIONS) - 28th August.

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

The Macmillan Buddy Service



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Provides a lifeline for people with cancer, offering them weekly support from someone who understands what they're going through.

Need help and support with cancer?

The Macmillan Buddy Service

Get support that is right for you

Our free Macmillan Buddy service will match you to a volunteer buddy who understands what you're going through. They'll be a listening ear, ready to talk about how you're feeling and your support needs, or anything else you'd like to talk about. They can also point you to other support available in the local community.

Or, if needed, they might be able to help with some tasks around the home, like putting the washing away or a little cleaning. Support is usually for up to 12 weeks and can sometimes be extended. We'll review how it's going and signpost you on to other suitable support as and when needed.

"The Buddy service showed me that Macmillan has got time for me as a person. It made me feel like a person again and not like I am a hassle to others."

Karen, in Essex

MACMILLAN
CANCER SUPPORT

Sign up at macmillan.org.uk/buddies at any time or call 0808 808 00 00 (7 days a week, 8am-8pm).



We also accept referrals from health and social care professions providing support to people living with cancer.

Scan the QR code to find out more.

The support you need, in the way that is right for you

We'll find out more about you, and what you want out of the service, when you sign up. And we can offer a choice of support methods - this will be either a weekly phone call, video call or we may be able to offer a weekly visit in your home. We also hope to offer more forms of support in future.

We're always working to make the service as accessible as possible and also offer support in multiple different languages, so that we can offer buddy support in every community, across every part of the UK, in the way that's best for you.

"One lady I supported loved going out and about, so we used to go for afternoon tea and walks around Windsor. Now I mainly support people over the phone, and I really love that I could be speaking to people from all over the UK."

Asha

Macmillan Cancer Support, registered charity in England and Wales (261017), Scotland (SC039907) and the Isle of Man (604). Also operating in Northern Ireland. MAC19498

MACMILLAN
CANCER SUPPORT

If you're interested in providing support for people with cancer as a volunteer buddy, please visit macmillan.org.uk/volunteerbuddies

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.