

### CLARENDON SURGERY & THE ANGEL MEDICAL PRACTICE RATED 'GOOD' AT LATEST CQC INSPECTION

We are delighted to announce that on 23rd February 2024 we received the result of our latest CQC inspection that took place on 16th November 2023 and were rated GOOD overall! This is a fantastic achievement which reflects the dedication, hard work and commitment of all our team here! We continuously strive to provide an excellent service for our patients and our latest inspection report reflects this. You can find the full report at: <https://www.cqc.org.uk/location/1-542350989>



Clarendon Surgery

**CQC overall rating**

**Good** ●

23 February 2024

### Welcome to Clarendon Surgery and the Angel Medical Practice!

We are delighted to extend a warm welcome to all our valued patients. As of March 2024, we want to ensure you have all the information you need for a seamless experience with us.

Our opening hours are Monday-Friday 8:00am-6:30pm. We offer clinics at both our Clarendon Surgery (Pendleton Gateway, 1 The Broadwalk, Salford, M6 5FX) and The Angel Medical Practice (St Phillips Place, Chapel Street, Salford, M3 6FA)

For your convenience, we offer same-day appointments. Give us a call at 8am or 2pm to schedule a GP consultation. This can be a telephone or face to face appointment dependent on your medical query.

In case of urgent medical concerns outside our opening hours, please contact 111, or for emergencies dial 999 immediately.



### PHARMACY FIRST

EVERYTHING YOU NEED TO KNOW

Patients can now get treatment for seven common conditions straight from their local pharmacy, without needing to see a GP. The Pharmacy First Scheme started on 31st January 2024 to make it easier for patients to receive the care they need and reduce pressure on GP services. Community pharmacists can now provide prescription-only medicines, such as antibiotics and antivirals when needed.

Visit your Pharmacy First, or request one of our Care Navigators to refer you, for any of the following conditions:

#### SINUSITIS

(adults and children aged 12 years and over)

#### SORE THROAT

(adults and children aged 5 years and over)

#### EARACHE

(children and young adults aged 1 year to 17 years)

#### INFECTED INSECT BITE

(adults and children aged 1 year and over)

#### SHINGLES

(adults aged 18 years and over)

#### URINARY TRACT INFECTION

(women, aged 16 to 64 years)

# MEASLES AND MMR VACCINE UPDATE

The UK is seeing more and more confirmed cases of measles. Measles infection is caused by a virus, and spreads between people very easily. Once symptoms start, people can become unwell quickly. You can get measles at any age, but it is often young children who catch it.

You can catch measles through close contact with someone who has measles.

You can be protected from catching measles if you have had 2 doses of the measles, mumps and rubella (MMR) vaccine, or if you have had the infection before.

Measles usually starts with cold-like symptoms. The first symptoms of measles include:

- a high temperature
- a runny or blocked nose
- sneezing
- a cough
- red, sore, watery eyes

Small white spots may appear inside the cheeks and on the back of the lips a few days later.

A rash usually appears 2 to 4 days after the cold-like symptoms started. The rash starts on the face and behind the ears before spreading to the rest of the body.

Around 1 in 15 people with measles can become seriously unwell. Younger children, pregnant women and people with weakened immune systems are at higher risk of becoming seriously unwell.

If you are concerned about yourself or your child, please contact the surgery.

You can find more information about measles at [www.gov.uk/government/publications/national-measles-guidelines/measles-factsheet](http://www.gov.uk/government/publications/national-measles-guidelines/measles-factsheet)

## APPOINTMENTS

### MMR Vaccine Appointments

To book an appointment in our MMR Vaccine Clinic please contact our reception desk. Appointments may be booked at Clarendon Surgery Monday-Friday or with our PCN Hub on Saturdays.

### Cervical Screening (Smear Tests)

A cervical screening is a test to check the health of your cervix and help prevent cervical cancer.

Appointments may be booked at Clarendon Surgery Monday-Friday or with our PCN Hub on Saturdays.

## SALFORD SOUTH EAST PCN

Clarendon Surgery is a member practice of the Salford South East Primary Care Network (PCN)

The PCN is an alliance of 10 GP surgeries who work collaboratively with other health, social care and voluntary organisations to improve patient services.

Salford South East PCN delivers vaccination clinics, extended access providing GP and nursing appointments at weekends and in the evenings, Social Prescribing and First Contact Practitioners.

For more information visit:  
[www.salfordsoutheastpcn.nhs.uk](http://www.salfordsoutheastpcn.nhs.uk)

## JOIN OUR PATIENT PARTICIPATION GROUP!

ARE YOU PASSIONATE ABOUT ENHANCING YOUR HEALTHCARE EXPERIENCE?

DO YOU WANT TO PLAY A SIGNIFICANT ROLE IN SHAPING THE SERVICES PROVIDED BY CLARENDON SURGERY AND THE ANGEL MEDICAL PRACTICE? COME AND JOIN OUR PATIENT PARTICIPATION GROUP!

Meeting every 3 months, our group offers you the opportunity to voice your feedback, suggestions, and ideas directly to our team.

Together we can build a brighter, healthier future.

To get involved, please speak to one of our Care Navigators or visit our practice website: [www.clarendonsurgery.co.uk](http://www.clarendonsurgery.co.uk) (or use the QR code)



# ZERO TOLERANCE POLICY

This practice operates under a Zero Tolerance Policy with regard to violence and abuse which includes:

- Attempted or actual, aggressive threatening physical actions (including fist clenching and finger pointing) made towards any member of staff or other users of the surgery
- The use of aggressive or abusive verbal language, (including raising of the voice, swearing and cursing) intended to threaten or intimidate any member of staff or other users of the surgery

ANY BEHAVIOUR, VERBAL OR PHYSICAL, WHICH CAUSES OTHERS TO FEEL UNCOMFORTABLE, EMBARRASSED OR THREATENED IS UNACCEPTABLE

All instances of threatening behaviour are reported to the Practice Manager and recorded.

Any patient who is verbally abusive, if a first offence, will receive a warning letter advising them that any further abusive behaviour will result in their removal from the patient list.

Any instance of physical abuse will be reported to the police. The offender will be immediately removed from the practice list and Patient Services will inform them of the need to register with a new GP

All warnings are recorded on patients medical records.

OUR STAFF ARE HERE TO HELP YOU. PLEASE BE KIND. PLEASE BE PATIENT.

Contact the NHS App Support Team using the QR code below or by visiting: [digital.nhs.uk/nhsapphelp](https://digital.nhs.uk/nhsapphelp)



## Do more with the NHS App!

- 🔗 Order repeat prescriptions
  - 📅 Book appointments
  - 👁️ View your records
- And much more...



The NHS App give you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the App Store or Google Play. You can also access the same services through your web browser by logging into your account at: [www.nhsapp.service.nhs.uk](https://www.nhsapp.service.nhs.uk)

You must be aged 13 or over to use the NHS App. You must also be registered with a GP surgery in England.

## CAN'T MAKE IT? CANCEL IT!

In January 2024, 117 patients did not attend their doctors appointments and 173 patients did not attend their nurses appointments - this equates to 58.1 hours of wasted clinical time.



Each missed appointment represent a lost opportunity for patient care where another patient could have utilised that appointment. When patients fail to attend without cancelling or rescheduling, valuable resources go to waste, contributing to increased costs and longer waiting time for appointments.

If you frequently fail to attend your appointment without cancelling or rescheduling, you will risk removal from our practice list.