



Dr M Leahy  
Dr J Bendelow  
Dr H Bower  
Dr V Sajjan  
Dr J Abushena  
A Rimmer ANP  
S Fleury ANP  
L Simmonds ANP

Dear New Patient,

Welcome to Manor Medical Practice.

## Appointments

Whilst every effort will be made to accommodate your requests for appointments, we would like to make you aware that **you may be offered an appointment at either of our two sites with any available clinician.** If you have a health problem that prevents you from travelling to either of these sites then please speak to the receptionist upon registering.

When booking an appointment our reception staff may need to ask you for some simple medical details in order to work effectively and give you an appointment with the most appropriate clinician. The more information you give the better they will be able to assist you.

The Practice operates an Acute Illness system for urgent, acute medical issues. These are run throughout the day by specially trained Nurses and Doctors. When you telephone the surgery, a member of the reception team will ask you a small number of questions relating to your presenting medical problem. The Doctors have asked the team to do this to ensure the best outcome and treatment.

At Manor Medical Practice we are continually striving to improve patient access and provide patients with the most appropriate health care for their needs. We offer online appointment booking, repeat prescription ordering and medical records viewing. **Online Access** – if you would like to register for online access, please ask reception for an Access Form. If you require Proxy Access (i.e. for an elderly relative or child), please ask reception for a Proxy Request Form.

We also offer a free appointment reminder service via text message.

## Medication

Due to current guidance on benzodiazepines being used for repeat prescriptions the practice is not initiating any new repeat prescriptions for benzodiazepines. We will however facilitate a withdrawal or if felt appropriate on a case by case basis seek assistance from the drug addiction team or mental health team.