

NEWSLETTER



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.

MISSED APPOINTMENTS – JULY 2025

In July, 50 appointments were missed without cancellation – that's 2.3% of our total 2,167 booked appointments.

If you can't attend your appointment, please call us on 0161 766 8221 to cancel as soon as possible.

This simple step frees up the slot for someone else who may urgently need care.

Your consideration helps us provide timely support for everyone in our community – and could even make a life-saving difference. Thank you.

*'Did not attend' statistics for August 2025

% DNA

2.3%

DNAs 50
Booked appointments 2167

Patient Experience – A Big Thank You!

We're delighted to share the fantastic improvement in our patient experience survey.

In response to the question "Overall, how was your experience at this GP practice?", our score has risen from 45% in 2024 to 73% in 2025 – a 28-point increase!

This leap reflects the dedication, compassion, and hard work of our team, as well as the trust and support of our patients.

Thank you to everyone who took part – your feedback is helping us create a practice that truly puts people first.

LAST YEAR : 2024



THIS YEAR : 2025

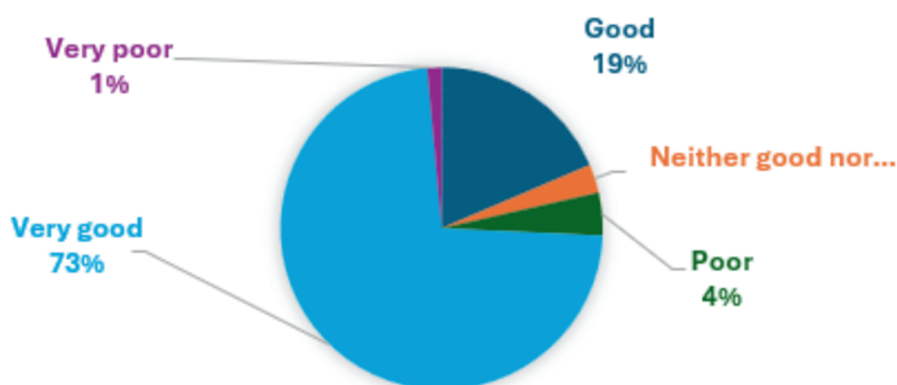


Friends & Family Test Results – July 2025

JULY

Your Feedback Matters – July Friends & Family Survey Results

COUNT OF OVERALL, HOW WAS YOUR EXPERIENCE OF OUR SERVICE



Thank you to everyone who shared feedback last month.

73% of patients rated their experience as very good and 19% as good.

Your kind comments mean a lot to our team and help us continue providing the best possible care for our community.

<https://www.theuplandsmpr.nhs.uk/friends-family-test/>

Meet the Team

JAMES BUTLER

HEALTHCARE ASSISTANT



James has been part of The Uplands Medical Practice family for the past two years. Originally from Brighton, he moved to Manchester in 2022 and quickly became a valued member of our team.

What James enjoys most about working here is the people – he gets on well with everyone and loves sharing his sharp-witted humour between seeing patients and during breaks. His quick jokes and friendly chats keep the team spirit high.

Outside of work, James is a keen cyclist. Whether it's a weekend ride or during annual leave, he enjoys hitting the road with his son. He typically clocks up an impressive 80 miles, and once tackled a daunting 100-mile round trip – a record he's eager to beat when the opportunity arises.

James also has a diverse taste in music, with a love for American Punk bands like Fugazi, Hüsker Dü, and Minutemen, alongside an appreciation for jazz.

Well-liked by everyone he meets, James is a real asset to the practice. We're grateful for all the wonderful work he does and the positivity he brings. Thank you, James, for making each day a little brighter at Uplands.



0161 766 8221



gmcb-bu.uplandsmpr.nhs.uk



www.theuplandsmpr.nhs.uk

Our fees for non-NHS work have been updated

The NHS provides a wide range of services free of charge at the point of use.

However, some services fall outside of NHS funding and must be charged for privately. These include certain medical reports, letters, and examinations.

We have recently reviewed and updated our non-NHS service fees to ensure they reflect the time and administration required.

A full list of fees is available at reception and on our website.

PLEASE NOTE: not all reports will be dealt with in order of receipt within 90 working days

Non-NHS Service	Fee
Driver licensing	
DVLA Medical assessment – DR2 Form	£40.00
DVLA Medical Assessment – Other e.g. CN2 Exam form	£85.00
Certificates, forms, letters and reports	
Armed forces medical questionnaire	£65.00
Accident or private sickness certificate	£20.00
Health insurance form	£70.00
Insurance report – no examination	£70.00
Cancellation of holidays form	£35.00
To whom it may concern letter (short)	£25.00
To whom it may concern letter (long)	£35.00
PIP form (Personal Independence Payment)	£33.50
Medical examinations	
Insurance examinations including report (complexity dependant)	£120.00- £150.00
Adoption/foster medical	£100
Adoption/foster medical update	£30.00
Child Minding Health form	£90.00
Miscellaneous	
Private and Medical sicknote	£25.00
Police force medical	£90.00
Blue Badge supporting letter / Disability living allowance	£30.00

Exclusions - We will not normally complete letters for:

- Housing
- Proof of address
- Letters to schools regarding short term absences
- Passport identification
- Letters to support benefit appeals
- Letters for job references.
- Forms for taxi/HGV/private medical.
- Firearms Letters/Forms - some of our doctors have a conscientious objection to undertaking this, where possible we will ask our doctors if they can complete this. To avoid delay we can provide medical records if requested in writing and these are sent directly to the Police force or nominated private GP/company upon request. These are provided within 28 working days, the first request is free, further requests are charged at £25 per item.

Examples of Non-NHS Services and Fees

- Driver licensing – DVLA medical assessments from £40.00
- Certificates and letters – Accident or sickness certificates (£20.00), “To whom it may concern” letters from £25.00, PIP form £33.50
- Insurance forms – From £65.00
- Medical examinations – Adoption/foster medical (£100.00), Child minding health form (£90.00)
- Miscellaneous – Private sick notes (£25.00), Blue Badge letters (£30.00)

Exclusions – Services We Do Not Normally Provide

There are some types of letters and forms we are unable to complete, including:

- Housing letters
- Proof of address letters
- Short-term school absence letters
- Passport ID letters
- Job reference letters
- Taxi/HGV/private medical forms

For **firearms letters/forms**, some of our doctors have a conscientious objection. Where possible, we will check if a doctor is able to complete this work. Alternatively, we can provide your medical records directly to the Police or a nominated GP/company on request. The first request is free; subsequent requests are charged at £25.00.

Why These Fees Exist

Non-NHS services take time away from direct patient care and are not funded by the NHS. The fees cover the professional time and administrative work required to complete these requests.

If you need a non-NHS service, please contact reception. We will be happy to advise on the cost, process, and turnaround time.

A New Health Centre for Whitefield – Coming Soon!



We're excited to share some fantastic news about the future of healthcare in Whitefield.

A brand-new, purpose-built health centre will be opening on the site of the former Whitefield Library, just across from our current premises on Bury New Road. This modern facility will bring improved services, better accessibility, and more space to meet the growing needs of our local community.

What to Expect:-

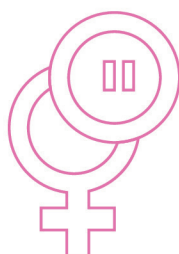
- A modern, fully accessible building with improved facilities
- Enhanced GP and community health
- Convenient location with public transport links and parking
- A welcoming space designed to support patient care and staff wellbeing

This development marks a significant investment in the health and wellbeing of our community, and we're proud to be part of it. While the new centre is still in the planning and building stages, we'll keep you updated every step of the way.

Stay tuned for more information in future newsletters, on our website, and across our social media channels.

We're looking forward to welcoming you to the new home of The Uplands Medical Practice!

Events happening at Uplands...



MENOPAUSE SUPPORT SESSIONS
EDUCATIONAL - SUPPORT - AWARENESS
Bury Live Well

CASTLE LEISURE CENTRE, BURY (ROOM D)
2025 SESSIONS

Get support and advice on topics such as:
HRT - Bone health - Nutrition - Sleep & Coping Strategies

Thursday 15 May - 12.30pm to 1.30pm
Tuesday 17 June - 7pm to 8pm
Thursday 24 July - 1pm to 2pm
Wednesday 13 August - 7pm to 8pm
Thursday 18 September - 1pm to 2pm
Wednesday 15 October - 7pm to 8pm
Thursday 20 November - 1pm to 2pm
Wednesday 17 December - 7pm to 8pm

NO NEED TO BOOK - JUST DROP IN!
livewell@bury.gov.uk

COFFEE MORNING

Date
15th August at 10.30-12pm

Topic
Self-care

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

Contact Us
Phone: 07539 825740
Email: ummumar92@hotmail.co.uk
Website: www.theuplandsmp.nhs.uk

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

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.martin67@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 Practice, Whitefield Health Centre, M45 8NA
• First Wednesday of the month
• Meet at 10am
• Walk through Sunnybank Park and surrounding areas

Wander in the Parks
Meet outside Uplands Medical Practice, Whitefield Health Centre, M45 8NA
• Fourth Wednesday of the month
• Meet at 10am
• Gentle stroll around Whitefield Park and Hardhead 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.martin67@nhs.net or cdiamond@lancet.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.martin67@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, 30 Park Ln, Unsworth, Bury BL9 6JL

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)
• HOT INDIVIDUALLY: Drinks and cake will be provided!

Registering interest is essential. To register interest, please email:
rebecca.martin67@nhs.net or cdiamond@lancet.org.uk
or call Rebecca on 07572 396531.

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livewell@bury.gov.uk

August 2025 Events:

UNSWORTH COMMUNITY GARDEN - 2nd September 2025.

COMMUNITY SOCIAL DROP-IN - 6th, 13th, 20th, 27th August 2025.

MENOPAUSE SUPPORT SESSIONS - 13th August 2025 (7-8pm)

WALK FOR WELLBEING - 13th August 2025.

MY MIND & ME - Occurs on the first Friday of every month.

WOMEN'S COFFEE MORNING - 15th August 2025 (10.30am-12noon)

WANDER IN THE PARKS - 27th August 2025.

WOMEN'S HEALTH - every Sunday from Prestwich Health Centre.

HERE TO HEAR (MONTHLY DROP-IN SESSIONS) - coming soon!

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

Pharmacy First – Get the Right Care Quickly

You don't always need to see a GP for certain common conditions.

Under the **Pharmacy First scheme**, your local pharmacist can assess you and, if appropriate, provide antibiotics or other treatments.

Our practice can also refer you directly.

Pharmacists can now help with:-

- Sinusitis (age 12+)
- Sore throat (age 5+)
- Earache – acute otitis media (ages 1–17)
- Infected insect bites (age 1+)
- Impetigo (age 1+)
- Shingles (age 18+)
- Uncomplicated urinary tract infections – women aged 16–64

Pharmacy First means faster treatment, less waiting, and more convenient care for you.

Bank Hols

Please note that we are
closed on Mon 25th
August due to the Bank
holiday

We're Accepting NEW Patients

Know someone looking for a new GP? We're currently welcoming new patients and aiming for a list size of 10,000 – we're nearly there!

Uplands is proud to offer accessible, friendly care to our local community. Once registered, patients can access appointments, prescriptions, health checks, referrals and more – including online services. We also have multilingual staff and a team who truly care.

Registering is easy:-

Visit theuplandsmpr.nhs.uk, click "Register as a New Patient," and complete the form online or in person. ID and proof of address are needed – but we're here to help if you're unsure.

Please spread the word to friends, neighbours or family.

The more we grow, the more we can offer – thank you for your continued support!

Upload Skin Lesion Photos for Faster Cancer Referrals



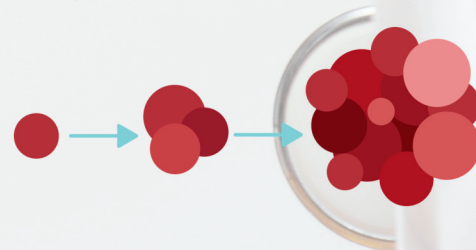
We're making it quicker and easier to refer patients for urgent skin cancer checks.

You can now add photos of skin lesions directly to the Urgent Suspected Cancer (USC) Skin Referral form – using your mobile phone.

No need to download any apps or set up an account.

Here's how it works:-

-  Use your phone's camera to take up to 5 photos
-  Images upload securely and do not save to your device
-  Patient consent is recorded and stored properly
-  Photos support a more detailed referral – helping with faster and more accurate triage



Once the referral form is open on your desktop, simply scan the QR code at the bottom of the form using your phone. You'll be able to snap the photos right there and they'll appear instantly on the form, ready to send.

This small change can make a big difference in helping dermatology teams prioritise cases more effectively – leading to faster care for patients who need it most.

It's quick. It's secure. And it fits seamlessly into our process.

If you have a skin concern, please don't hesitate to book an appointment with one of our clinicians.

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

PLEASE NOTE:

Our practice doors are not opened until 8.30am and will close at 18.00pm.

However, 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.



HEALTH AND WELLBEING DROP IN @ WHITEFIELD BOWLING CLUB

We cover/offer:

- Stop smoking (Swap to stop scheme)
- Advice on weight management/physical activity
- Conduct blood pressure readings
- Adult colouring/relaxation
- Menopause
- Cancer awareness
- Guest speakers




Every Thursday 1-3pm

Whitefield Bowling Club, 22 Church Lane, M45 7NF

All welcome for a brew and 'Healthy' biscuit. So pop down to have a chat and relax!




WHITEFIELD BOWLING CLUB
A COMMUNITY INTEREST COMPANY

0161 253 6668
livewell@bury.gov.uk



Every Thursday