

NEWSLETTER

DID NOT ATTEND (DNA) APPOINTMENTS – OCTOBER 2025

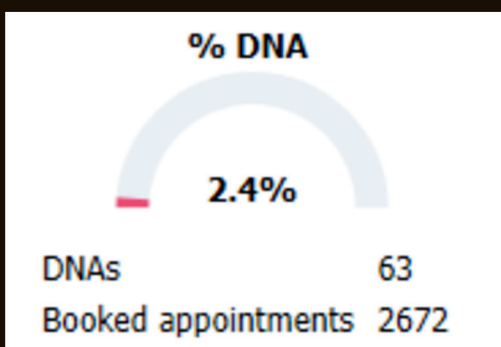
In October, 63 patients did not attend their booked appointments – that's 2.4% of all 2,672 appointments scheduled.

Missed appointments have a real impact, preventing other patients from being seen sooner. If you can't make your appointment, please remember to cancel as soon as possible so we can offer it to someone else who needs it.

Thank you for helping us keep waiting times down and services running smoothly.

THANKYOU

Did not attend statistics for October 2025



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.

RESPIRATORY HUB APPOINTMENTS

NOW AVAILABLE TO SUPPORT PATIENTS THIS WINTER

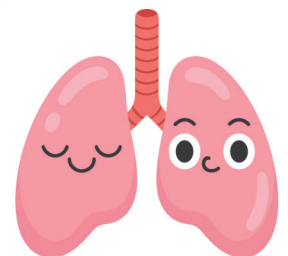
To help manage winter coughs, colds, and breathing problems, new Respiratory Care Hubs are now open across the area. These provide same-day, face-to-face appointments for adults and children with new or worsening respiratory symptoms.

If you're unwell with a recent chest or breathing issue, please contact your GP practice to book an appointment at your nearest hub:

- Peel GPs
- Uplands Medical Centre
- Woodbank Surgery
- Prestwich Health Centre

(Monday–Friday, times vary).

These hubs help ensure patients get the right care, in the right place, at the right time this winter.

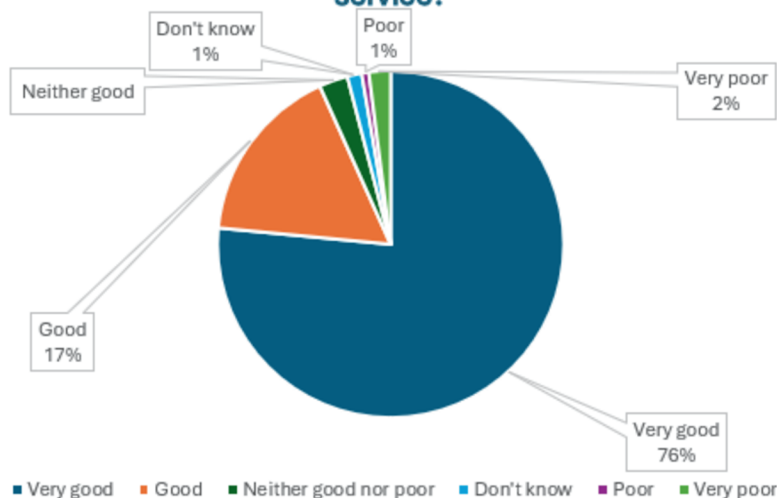


Friends & Family Test Results – Oct 2025

October

Your Feedback Matters – October Friends & Family Survey Results

Count of Overall, how was your experience of our service?



Friends and Family Feedback – October 2025

Thank you to everyone who shared feedback through our Friends and Family Test in October.

We're delighted that 76% of patients rated their experience as "very good" and a further 17% as "good", meaning over nine in ten patients had a positive experience with our team. We value all comments and continue to use your feedback to improve the care and services we provide at The Uplands Medical Practice.

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

Examples of what Patients had to say...

Dr Bashir and the reception staff were very professional efficient and friendly. Dr Bashir gave me a lot of his time and was very kind to me. The 2 reception staff were the same towards me and I was very grateful for their assistance. Thank you all

Dr Anjum is very kind and listens to what I have to tell him without judgement and makes me feel supported and trusting of the service I am being provided. Additionally the reception staff are always happy to help, knowledgeable and approachable.



Excellent service from start of making the appointment to seeing the nurse can't fault it.

James is very good at his job 100%.

James is exceptional.

Practice Nurse was great. Explained about vaccinations and possible effects. Really caring and engaged in conversation. Saw me despite being early so didn't have to wait after seeing GP. Grateful to receptionist too for arranging appointment to correspond with vaccination visit. Really helped as didn't have to take more time off work. Very welcoming too.

Dr Bashir was most helpful and courteous



Staff Spotlight – Meet Tracey

Tracey has been part of The Uplands team for just over two years – and although she briefly left to work closer to home, we're delighted she's now returned! Her strong connection to both our team and patients brought her back, and we couldn't be happier to have her with us again.

Born at Bealey Community Hospital in Radcliffe, Tracey is proud to be local and deeply rooted in the community. She loves travelling – her latest adventure was a cruise to Spain and Portugal – and enjoys a wide mix of music, from 70s rock and pop to 80s disco, country and blues.

One of her favourite memories was meeting rock legends Phil Lynott and John Sykes by chance at the Arndale Centre!

Tracey's warmth, positivity, and dedication make her a true asset to the practice. Thank you, Tracey, for all that you do!

TRACEY HARTE

RECEPTIONIST/ADMINISTRATOR



We're Moving – and Welcoming New Patients! 🏠

A reminder that The Uplands Medical Practice will be moving to a brand-new, purpose-built building next year. The new premises will offer modern facilities and an improved environment for both patients and staff.

We're also **accepting new patient registrations** – so if you live in our catchment area and would like to join our practice, please ask at reception for a registration form or register online here: <https://www.theuplandsmp.nhs.uk/practice-information/3762-2/>

We'll share more updates and photos as we get closer to the big move – thank you for your continued support!



Events & Social Prescribing

MENOPAUSE SUPPORT SESSIONS
 EDUCATIONAL - SUPPORT - AWARENESS
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: 5th December at 10.30-12pm
 Topic: Self Care - Gratitude

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 8QH.

Contact Us:
 Phone: 07539 825740
 Email: uplandsm45@hotmail.co.uk
 Website: www.theuplandsm45.co.uk



My Mind & Me
 Empowering mindsets
 All sessions 1030 - 1200
 Uplands Medical M45 8QH

Queries, bookings email pon-tr.mymindandme@nhs.net

05 Sept 2025 Myro Doodles
 My Journey & Therapeutic Doodling

03 Oct 2025 Negative Thinking & Thought Challenging
 Delivered by your practitioner team

07 Nov 2025 Pain & Mental Health
 Joined by Bury pain service.

05 Dec 2025 One Stop Shop
 Joined by Calico, Social Prescribing, Live well & older peoples staying well service

THAT'S A WRAP FOR 2025
MY | MIND | & | ME

Brought to you by your local mental health practitioner service

Live Well Service

Health & Well-being drop-in
 in conjunction with Whitefield Bowling Club
Every Thursday 1pm-3pm
 *Starting Thursday 18th October
 At Whitefield Bowling Club

Come along for a brew and chat about the following:

- Stop smoking/Swap to stop (Free Vape and Pods)
- Height, weight, BMI, Blood pressure and health chats
- Relaxation and better breathing
- Adult mindful colouring
- Menopause and cancer awareness
- Physical activities and guest speakers

Live well - 0161 253 7575 option 3
livewell@bury.gov.uk

Whitefield Bowling Club
 Church Lane, Whitefield, M45 7NF

Bury Live Well Service
 0161 253 7575 Press option 3
livewell@bury.gov.uk

Twitter: @RebeccaM2351 Facebook: www.facebook.com/PrestwichWhitefieldPCN

What Social Prescribing means to the community

It really has changed my life. I have found new friends whom I meet up with weekly.
 C. from Whitefield

The social drop-in is fab. It's a place to come in for a brew, chat and even get advice. I hardly spoke to anyone because I was too afraid, but the drop-in has built my confidence up to speak to new people.
 S. from Unsworth

The support has been incredible. Not just for me but the person I care for. It has made me feel like a person, not just a carer, being able to concentrate on my own mental wellbeing.
 P. from Whitefield

What a difference a couple of weeks can make. My situation is so much better. I can't thank you enough. Your service has been instrumental in turning my life around.
 R. from Whitefield

Twitter: @RebeccaM2351 Facebook: www.facebook.com/PrestwichWhitefieldPCN

BEFRIENDING SERVICES

If you are housebound, lonely or isolated, Befriending services are great to connect you to people.

Age UK Bury
 Telephone befriending for the over 60's
 Call 0161 763 9030 to join

Silverline befriending
 Telephone befriending service for older people.
 Offering friendship, conversation and support 24 hours a day, 7 days a week. 0800 470 8090

British Red Cross
 Get help with loneliness at www.redcross.org.uk/get-help

Chatterbox
 Free telephone befriending service for all ages for socially isolated and lonely people.
 To join, please email chatterbox@omega.uga.net or call 01743 245 088

Twitter: @RebeccaM2351 Facebook: www.facebook.com/PrestwichWhitefieldPCN

MENTAL HEALTH AND WELLBEING

NHS Urgent Mental Health Helpline
 0800 014 9995
 Open 24 hours, 7 days a week

Bury Getting Helpline
 Call 0161 464 3679 for a confidential chat about your mental well-being. Open 8am-8pm, 6 days a week

Shout
 Confidential text service for mental health
 Text SHOUT to 85258

Samaritans
 Call 116 123 (Free from any phone) if you are struggling to cope.

Greater Manchester Bereavement service
 Call 0161 983 0902 if you have been bereaved or affected by suicide, support is available.

Happy Me Happy Woman
 Well-being support group for women living with long term medical conditions.
 Wednesdays 12:30pm - 2:30pm
 at Whitefield bowling Club, Whitefield, M45 7NF
 Contact Donna: 07939 229324 or Tik 07785 451 805
happywomengroup@gmail.com

AA Support group
 Peer led support group
 Wednesdays & Fridays 7:30pm-9pm
 St. Michael's Hall, Ribbles Drive

Andy's Man Club
 Talking group for men to help you through the storm
 Every Monday at 7pm
 Sedgley Park Rugby Club, M45 7DZ and Bury Sports Club, Radcliffe Road, BL9 9JX
info@andysmanclub.co.uk
www.andysmanclub.co.uk

FOOD BANKS AND PANTRIES

St. Andrew's Pantry - Mersey Drive, M45 8LA
 Wednesdays 12:30pm-3pm, £3.00 per shop.
 'Good as new' shop Monday & Wednesdays 10am-12pm
 Please contact 0161 796 8007, foodpantryhillock@gmail.com to enquire about availability spaces and more information

Heaton Park Pantry - Heaton Park Methodist church hall, M25 1HX
 Tuesdays 3pm-5pm & Thursdays 9am-11am, £3.00 per shop.
 Alongside the pantry, a 'pay as you can' cafe will be serving light refreshments for you to stay and chat.
 Please contact 0161 759 1751, heatonparkmethodist@gmail.com to enquire about availability spaces and more information

Trust House - Metro Christian Centre, Bury, BL9 9AU
 Mondays, Tuesdays, Thursdays & Fridays 10am-2pm
 Free to all offering free support, advice and guidance to those in need.
 Please contact Katie 0174944653, info@trustrousebury.org to enquire about availability spaces and more information

Twitter: @RebeccaM2351 Facebook: www.facebook.com/PrestwichWhitefieldPCN

HOBBIES & FUN ACTIVITIES

Manc Art Class
 Mondays 2:15pm
 at Stand Unitarian Chapel. M45 7JL
 Contact Jean 07737 604 938

Whitefield Painting Club
 Mon 10am & Weds 10:30am
 at All Saints church hall

Creative Writing Class
 Tuesdays 1:15pm
 at Stand Unitarian Chapel. M45 7JL
 Contact Shelia 07895 323055

Friendly Flowers group
 Tuesday 2pm-4pm at St. Michael's Hall.
 To book your place please contact Christine chidgate0001@btinternet.com

Drum 4 Fun
 Fridays 10am & 5pm £5 per session
 at St. Bernadette's social centre

Art Class
 Weds 11:30am & Fridays 10am
 at St. Michael's Hall

Folk Club
 Mondays 8pm
 Welcome Inn, Bury old Road

BLUEBELL SOCIAL

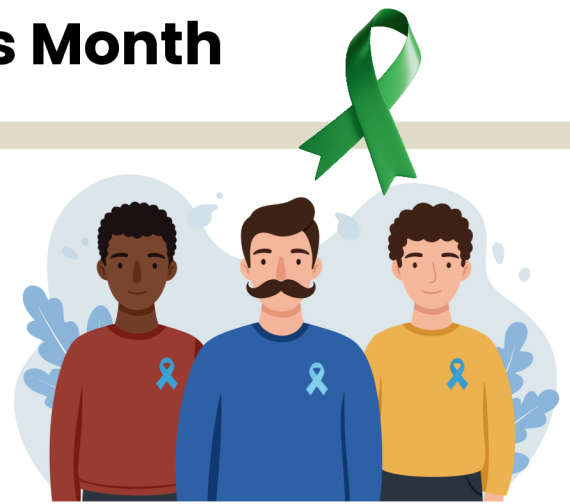
Evening social night to meet new people
 Start Tuesday 23rd Sept 7pm-9pm
 at the Bluebell Pub, Manchester Road, BL9 8DW
 If you are interested or for more information, please contact Rebecca at rebecca.martin67@nhs.net

Twitter: @RebeccaM2351 Facebook: www.facebook.com/PrestwichWhitefieldPCN

Men's Health Awareness Month

This month shines a spotlight on men's health, encouraging men of all ages to take time to check in — both physically and mentally.

Too often, men put off seeing a doctor or opening up about how they feel, but looking after your health is just as important as looking after those you care about.



What Men's Health Awareness Month Is All About

The campaign focuses on starting conversations, taking action, and supporting one another. Small steps can make a big difference to your wellbeing — whether that's booking a check-up, talking to a friend, or making simple lifestyle changes.

Key Health Areas to Focus On

Prostate Cancer: If you're over 50, talk to your GP about a prostate health check. Early detection can save lives.

Testicular Cancer: Common in younger men (ages 15–35). Regular self-checks can help spot anything unusual early.

Mental Health: Stress, anxiety and depression affect many men. Reaching out for help is a sign of strength, not weakness.

Heart Health: Keeping active, eating well, and cutting back on alcohol and smoking all help reduce your risk.

Simple Steps You Can Take

- ✓ Book a health check if it's been a while.
- ✓ Get moving — even a brisk 30-minute walk helps your body and mind.
- ✓ Talk openly — a chat with a friend, family member or health professional can really help.
- ✓ Look out for others — check in with the men in your life who might be struggling.

Let's make November a time to prioritise men's health and wellbeing — because every conversation, check-up and small change matters.

For more advice and support, visit...

<https://gmintegratedcare.org.uk/health-advice/mens-health-awareness-month-2025/>



Halloween Fun at The Uplands! 🎃 👻

Our reception and admin teams got into the spooky spirit this Halloween with some frightfully fun outfits!

From ghostly tops to pumpkin prints and batty headbands, the team brought smiles and laughter to patients and colleagues throughout the day.

A big thank you to everyone who joined in the fun – it's lovely to see the practice filled with positivity and team spirit (and maybe just a few friendly ghosts!).



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.

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.