

# NEWSLETTER

## DID NOT ATTEND (DNA) APPOINTMENTS – NOVEMBER 2025

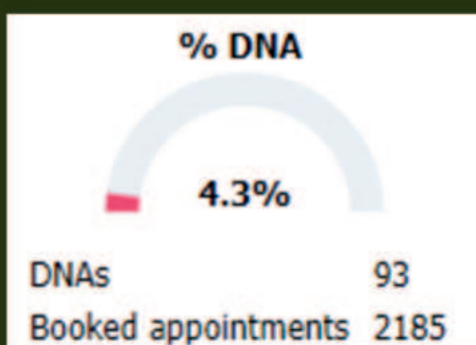
November had 93 missed appointments, which equals 4.3 percent of all booked slots.

Missed appointments stop others from being seen. If you no longer need your slot, please cancel through the NHS App or by calling reception.

Every cancellation helps the team and reduces waiting times.

# THANKYOU

\*'Did not attend' statistics for November 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.



## FESTIVE MESSAGE FROM DR IFAT HUSSAIN & THE TEAM



We wish you a peaceful and happy festive season. Thank you for your support throughout the year and for the kindness you show our team.

I hope you find time to rest, enjoy moments with the people you care about, and look after your health during the winter months.

Warm wishes to you and your families for the holiday period and the year ahead.



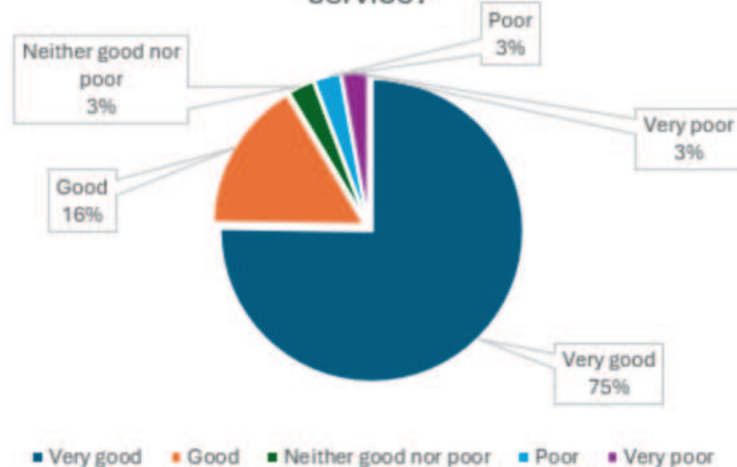


# Friends & Family Test Results – Nov 2025

## November

### Your Feedback Matters – November Friends & Family Survey Results

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



### Friends and Family Feedback – November 2025

Thank you to everyone who shared feedback in November. 75% of patients told us they had a very good experience, and a further 16% rated their visit as good. These results show strong trust in the care and support our team provides.

A small number of patients shared mixed or negative experiences. We value these comments because they show where we can strengthen our service.

Your feedback plays a key role in how we improve. We appreciate every response and remain committed to giving you the best possible care.

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

## Uplands Christmas Opening Hours

### Opening Hours over the festive period

Our opening hours stay the same throughout the festive period, except for the Bank Holidays when the practice will be closed.

On all other days we operate as normal.

If you need medical advice when we are closed, please use NHS 111 online or by phone.



## Interviews and Updates from This Year

You heard from several members of our team this year. Each interview gave you a look into their roles and how they support your care.

Here is a quick recap.



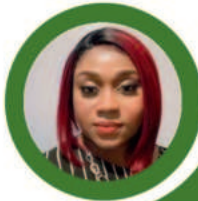
### TRACEY HARTE | RECEPTIONIST/ADMIN

Tracey is a receptionist and administrator who has been with Uplands for over two years. She grew up locally, loves travelling and enjoys music from the 70s and 80s. Her friendly nature makes her a great support to patients.



### DR MONEEB AFIZ | SALARIED GP

Dr Afiz is now a salaried GP after a year with us as a locum. He trained in Milan and East Lancashire and enjoys family life, reading and football. He values the strong community feel at Uplands.



### ESTHER BADDOO | RECEPTIONIST/ADMIN

Esther works across reception and admin. She speaks six languages, runs a small bakery business and sings in her church choir. She's a proud mum of four and brings warmth and energy to the team.



### JAMES BUTLER | HEALTHCARE ASSISTANT

James is a Healthcare Assistant who joined two years ago. He enjoys cycling long distances with his son and brings humour and positivity to the practice every day.



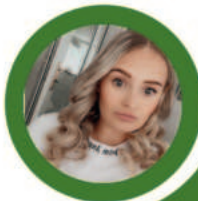
### GAYNOR MEPPEN | RECEPTIONIST/ADMIN

Tracey is a receptionist and administrator who has been with Uplands for over two years. She grew up locally, loves travelling and enjoys music from the 70s and 80s. Her friendly nature makes her a great support to patients.



### CHIRAG MAKADIA | CLINICAL PHARMACIST

Chirag is a Clinical Pharmacist with nearly two years at Uplands. He enjoys travelling with his family, plays the saxophone and speaks Gujarati. His strong medicine knowledge helps patients feel informed and supported.



### SOPHIE WORSLEY | SENIOR ADMINISTRATOR

Sophie is our Senior Administrator and often the voice you hear on the phone. She enjoys walks with her cockapoo Buddy and loves karaoke. Her organised, friendly manner keeps things running smoothly.

Thank you for reading these stories through the year. They help you get to know the people working for you every day.





# 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**

5<sup>th</sup> December at 10.30-12pm

**Self Care - Gratitude**

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

**The Uplands**  
Whitefield Health Centre, Bury New Road, Whitefield, Manchester, M45 6QH.

Phone: 07539 625740  
Email: uplandsmh@nhs.uk  
Website: www.theuplandsmp.nhs.uk

**GREAT BIG CHRISTMAS CRAFTERNOON**  
SATURDAY 6<sup>th</sup> DECEMBER 3-4PM  
CHURCH LANE COMMUNITY CENTRE, PRESTWICH

£2 per activity (cash only):  
Wreath making  
Cards and bookmarks  
Festive Origami  
Bead craft  
Kids' cake decoration

Refreshments available  
Raising funds for  
**FND Dimensions**  
Registered charity no. 170564

**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

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

**WHITEFIELD BOWLING CLUB**  
Whitefield Bowling Club  
Church Lane, Whitefield, M45 7NF

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

Twitter: @RebeccaM25M1 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 invaluable. 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 communicate on my own without shouting.  
P. from Whitefield

What a difference a couple of weeks has made. My confidence is much better. I can share my own experiences in having my life changed.  
B. from Whitefield

Twitter: @RebeccaM25M1 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.ug.net or call 01743 245 088

Twitter: @RebeccaM25M1 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 5 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 0802 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: 07959 229524 or Tel: 07785 451 805  
happywomengroup@gmail.com

**AA Support group**  
Peer led support group  
Wednesdays & Fridays 7.30pm-9pm  
St. Michael's Hall, Ribble 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-1pm, £3.00 per shop  
'Good as new' shop Monday & Wednesday 10am-12pm  
Please contact 0161 796 8007, foodpantryhills@nhs.uk 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.  
Arrange the pantry, if you do you can help with the shopping list and refreshments for you to help and chat.  
Please contact 0161 795 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 Kate 0161 253 7575, trusthousebury@nhs.uk to enquire about availability spaces and more information

Twitter: @RebeccaM25M1 Facebook: www.facebook.com/PrestwichWhitefieldPCN

**HOBBIES & FUN ACTIVITIES**

**Manc Art Class**  
Mondays 2:15pm  
at Stand Unitarian Chapel, M45 7JL  
Contact Jean 07737 604 958

**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 Sheila 07895 323055

**Friendly Flowers group**  
Tuesday 2pm-4pm at St. Michael's Hall.  
To book your place please contact Christine  
choldgate0001@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 23<sup>rd</sup> 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: @RebeccaM25M1 Facebook: www.facebook.com/PrestwichWhitefieldPCN



0161 766 8221



gmickb-bu.uplandsmedicalpractice@nhs.net



www.theuplandsmp.nhs.uk



# YCW Christmas Dinner



Young Christian Workers are offering **free Christmas meals** again this year for anyone in the community who needs support.

A delivery service will run on **Wednesday 24th December**. On **Thursday 25th December** you can choose delivery, takeaway or a sit-down meal at Bury Parish Church Hall on The Rock from 1pm to 3pm.

If you or someone you know would like a meal, please **call 07855 306 074**. The last date to order is 19th December.

There is no charge for this service.



## YCW Young Christian Workers Christmas Dinner

WEDNESDAY 24<sup>th</sup> Dec - Christmas meal delivery service only

THURSDAY 25<sup>th</sup> Dec - Delivery service or Take-away/sit-down meal

From 1:00pm - 3:00pm at Bury Parish Church Hall, The Rock

If you or someone you know would like to order a meal, please  
contact **07855 306 074**

LAST ORDER DATE FOR MEAL DELIVERIES - 19<sup>th</sup> DEC

There is NO CHARGE for this meal



### SUPPORT FOR OUR JEWISH COMMUNITY

Following recent events affecting the local Jewish community, we want to highlight a service offering direct support.

**Jewish Action for Mental Health**, known as JAMH, provides counselling, psychotherapy and cognitive behavioural therapy, along with specialist guidance for those struggling after traumatic incidents.

If you or someone you know needs support, you can contact Project Coordinator Kate Lurie on **07510 204 844** or email **kate@jamh.org.uk**.





# Festive pharmacy opening times for Bury

## Opening Times For Bury Pharmacies over the festive period



If you need advice or medication over the Christmas period, the following pharmacies will be open on selected days. Times vary by location.

### Christmas Day:

- Pimhole Pharmacy, Rochdale Road, 10:00 to 20:00
- Strachan's Chemist, Walmersley Road, 08:00 to 12:00

### Boxing Day:

- Asda Pharmacy Pilsworth, 10:00 to 16:00
- Asda Pharmacy Spring Street, 10:00 to 16:00
- Asda Pharmacy Radcliffe, Pilkington Way, 10:00 to 16:00
- Pimhole Pharmacy, 10:00 to 20:00
- Formans Chemist, Prestwich, 16:00 to 20:00
- Boots Spring Street, 11:00 to 17:00
- Boots The Mall, 10:30 to 16:30

### New Year's Day:

- Asda Pharmacy Pilsworth, 10:00 to 16:00
- Asda Pharmacy Spring Street, 10:00 to 16:00
- Asda Pharmacy Radcliffe, 10:00 to 16:00
- Pimhole Pharmacy, 12:00 to 20:00
- Strachan's Chemist, 08:00 to 12:00
- Boots Spring Street, 11:00 to 17:00

If you need urgent help when the practice is closed, visit [111.nhs.uk](https://www.nhs.uk) or call NHS 111.

## 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 8.20am and will close at 5.00pm.

However, the phone lines are still open between 8.00am - 10.00pm.

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.