

Albion Medical Practice
Patient Newsletter

APRIL – MAY 2025

Staff Update:

NEW STAFF:

Christine Walsh – Advanced Nurse Practitioner

Christine is a highly experienced Advanced Nurse Practitioner who recently joined our team alongside Debra Summers to support and manage all minor illness appointments. With a strong clinical background and a patient-centered approach, Christine brings a wealth of knowledge and compassion to her role. She is dedicated to providing timely, expert care to patients and plays a key role in ensuring access to high-quality minor illness services.

Dr. Hannah Robinson – Salaried GP

Dr. Robinson joined our practice in December as a Salaried GP. She currently sees patients on Wednesdays and Fridays. With a warm and approachable manner, Dr. Robinson is committed to providing high-quality, patient-focused care and is a valuable addition to our clinical team.

Dr. Vikram Hackett – Salaried GP

Dr. Hackett completed his GP training with us earlier this year and has now joined the team as a Salaried GP. He will be seeing patients on Mondays and Fridays. Having trained within the practice, Dr. Hackett brings a deep understanding of our patients and community, and we're delighted to welcome him to the team in his new role.

FAREWELL:

Farewell to Amanda Vance – Advanced Nurse Practitioner

After 13 dedicated years at Albion, Amanda Vance has left the practice to pursue a new role in secondary care. Amanda began her journey with us as an excellent Practice Nurse before completing her degree in Advanced Nursing and stepping into the role of Advanced Nurse Practitioner, where she has served for the past four years. Amanda has been a valued member of our team, known for her clinical expertise and compassionate care. We wish her every success in this exciting new chapter—she will undoubtedly continue to thrive and make a difference wherever she goes.

Farewell to Dr. Thomas Lee

We were sad to say goodbye to Dr. Thomas Lee, who left the practice in December. During his time with us, Dr. Lee made a valued contribution to the team and to patient care. We wish him all the very best in the future and have no doubt he will go on to achieve great success in his chosen career path.

Appointment Activity:

In March 2025, we:

- completed 3162 appointments across our GP's, Trainee's and Nursing Team.
- Total number of patients who did not attend (DNA) = 123
- Number of patients with multiple DNA's = 6
- Number of appointment hours lost due to patients who DNA = 32 hours

We have included our DNA Policy below to advise you what will happen if you don't cancel.

Practice Policy on DNA's (Did Not Attend):

- Patients with a mobile number recorded on their records will always get a text reminder about their appointment 24 hours before.
- If you do not attend your appointment – it is logged as a DNA on your records.
- If you DNA 3 appointments, you will be sent a warning letter.
- Any subsequent DNA's thereafter and you will be removed from the practice list.

Patient Online Access:

We are aware that access to the practice is not as easy as it should be and are working to improve this. It is often very difficult for people to get through to us on the phone which is a source of concern for all of our patients. We currently deal with up to 400 calls per day. We estimate that up to 70% of these calls are people contacting us to ask if their prescription has been issued.

We really need your help with this. It would help the practice enormously if you would download the NHS app and use this to request your prescription, check if it has been issued and view test results. This will reduce the volume of calls to the practice and allow us to deal with people who are unwell. You can google 'NHS App' or follow this link <https://www.nhs.uk/nhs-app>

There are two types of access:

Basic access - which you get when you download the NHS App as mentioned above ie problems, medications, allergies.

Full access - this includes problems, medications, allergies, coded records, test results, documents. If you would like full access, you need to call into reception to fill out a form and produce photo ID ie driving license or passport.

Is My Prescription Ready??

Please don't ring reception to ask if your prescription is ready. If you ordered over 48 hours prior, please ring your pharmacy to see if it is ready. Better still, sign up to their automatic texting service, which will text you when your prescription is ready to collect.

Urgent On the Day Appointments:

Our emergency on the day appointments with our Advanced Clinical Practitioner's release at 08:00 every morning when our phone lines open. Our GP appointments are all pre-bookable in advance, you cannot book an on the day GP appointment.

Going forward and as of Monday 29th July 2024, it will not be possible to walk-in and get an urgent appointment at this practice. All urgent on the day appointment requests must be made by telephoning the practice.

We appreciate there can be long wait times on the telephone and after receiving feedback, we are working hard to ensure we monitor staffing levels at peak times to ensure your call is answered as quick as possible.

RSV (Respiratory Syncytial Virus) Vaccinations:

Who should have the vaccination?

- Everyone turning 75 on or after the 1st September 2024. You can have the vaccine up to the day before you turn 80.
- Pregnant women from 28 weeks gestation.

What is RSV?

RSV is an infectious disease of the airways and lungs. RSV infection often causes symptoms similar to a cold, including cough, sore throat, sneezing and runny or blocked nose. It can also make you become wheezy or short of breath and lead to pneumonia and other life-threatening conditions.

There is no specific treatment, and most infections will get better by themselves. RSV can be more severe in people with medical conditions such as heart or lung disease or a weakened immune system.

The best way to protect yourself is to have the vaccine. A single dose is expected to give you good protection for a few years. **Appointments are available to book now.**

Important Notice: Zero Tolerance Policy

We have unfortunately seen a recent rise in instances of patients being abusive towards our staff. We would like to remind everyone that our team is here to help and always strives to do their best under challenging circumstances.

Please understand that our staff are not responsible for the limited number of appointments or the fact that they may already be fully booked. In such cases, we may direct patients to alternative services such as the local walk-in centre.

Aggressive or abusive behaviour—including shouting or verbal aggression—will not be tolerated and may result in a formal warning or removal from the practice, in line with our Zero Tolerance Policy.

We kindly ask all patients to treat our staff with the respect they deserve. A little kindness goes a long way.

Contacting the practice by email:

Please do not email the practice requesting an appointment. This is not something which can be dealt with via email and will not be actioned.

Our current email address for prescription requests is:

gmicb-tameside.prescriptionsalbionmedical@nhs.net

Requesting Sick Notes:

Please remember you are able to self-certify for the first 7 days of your illness.

After 7 days you will require a sick note from your GP. Sick notes cannot be issued for an acute illness unless you have had a consultation and examination.

Any requests for a sick note after 7 days should be requested via 'Online Consult' on our website. The request will be triaged by a GP and a sick note will be issued or you will be instructed to make an appointment for a review.

It is important to follow this process in order to ensure that all the correct information is given to the GP, and will mean your request is less likely to be rejected.

Notice for Mobility Scooter Users:

If you are using a mobility scooter within the practice, please take extra care when entering and exiting through the automatic front doors, and when accessing consulting rooms.

We kindly remind patients that the glass on our front doors has had to be replaced twice in the past year due to accidental damage. Your caution helps us keep the practice safe and accessible for everyone.

Thank you for your understanding and cooperation.

Staff Training – third Thursday afternoon of every month (excluding August & December)

Please remember the practice will shut from 1:00pm onwards every third Thursday of the month for staff training.

If you need to access care or advice, please contact NHS111 who can direct you to the most appropriate service.

An update on where you can access care:

All Practices in Ashton are part of the Ashton Primary Care Network which works on behalf of the Ashton population. This network delivered all the local Covid vaccinations in the last couple of years. We work very closely with the Network which is based at Stamford House Surgery on Mossley Road.

You will find when contacting the practice for an appointment that you may be offered 'Hub' appointments. These are appointments which are delivered by PCN staff such as Care Co-ordinators, Health Care Assistants, Practice Nurses, GP's, Pharmacists, Advanced Clinical Practitioners and Physician Associates. In some cases, you will see the staff who also work at Albion.

The Hub appointments are available in the evenings and at weekends which may be more convenient if you work. It is important that we utilise these appointments as this reduces the burden on the Walk in Centre and A&E.

Care Navigation uses **Signposting** to help Patients
receive the **Right Care**
from the **Right Professional**
at the **Right Time**

All Patient Service Advisors (formerly Reception) have been trained to Care Navigate and will ask you some questions about the reason for your appointment. They will follow a protocol and WILL NOT MAKE CLINICAL DECISIONS. All staff adhere to rules of confidentiality at all times.



**IF YOU NEED TO SEE YOUR GP
YOU WILL STILL BE ABLE TO DO SO**

[RIGHT CARE RIGHT PLACE](#)

Across Greater Manchester the demand for healthcare services remains very high. This pressure is being felt across General Practice and community services, as well as in our Acute trusts, with our Emergency Departments and ambulance services highly pressured. Although health services remain at high demand it is important people continue to access care when they need it. In addition to accessing services where and when invited, such as vaccines, health checks, and screening appointments, there is also information on the range of routes to access care and advice at [Right Care Right Place \(tameside.gov.uk\)](https://www.tameside.gov.uk).

Those who require advice or treatment for urgent, but not life-threatening, medical issues should continue to seek NHS support via the [NHS 111 online](https://www.nhs.uk) or telephone service as the first port of call. NHS 111 has full knowledge of and access to local services and can arrange the right care in the right place depending on an individual's needs, including booking appointments in the Emergency Department, other urgent care services and community pharmacies, or arranging an ambulance if this is needed.

People requiring urgent mental health support can find their local 24/7 NHS urgent mental health helpline and other support options at [nhs.uk/urgentmentalhealth](https://www.nhs.uk/urgentmentalhealth).

Community pharmacies are also providing a wide range of services, including consultations for minor illnesses. They also provide support for managing new medicines following discharge from hospital to help reduce readmission.

Evening and Saturday appointments are available through General Practice across Tameside via your Primary Care Network, you can find out more about these appointments via your General Practice reception.

Ambulance and A&E services remain available for those who require emergency care.