

APPOINTMENTS

To make an appointment either telephone, call in at the Practice or use the online appointment booking service.

Online Appointment Booking Service

To be able to use the online booking service, you will need to register online. To do this, please ask at reception for your personal registration details, which will be given to you the same day. Then visit our website manormedical.co.uk and follow the link under Appointments to complete registration.

Once you have registered you will be ready to use the online facility.

Urgent or Same Day Appointments

The Practice operates an Acute Illness appointment system for urgent, acute medical issues. These appointments run throughout the day and are staffed by a mixture of Clinicians i.e. specially trained Nurses and Doctors.

To aid the efficiency of this service, the Doctors have asked the Reception team to ask patients a small number of questions relating to their presenting medical problem. It is most important that these questions are answered to ensure the best outcome and treatment.



Cancelling Appointments

If you have booked an appointment that is no longer required or you cannot attend for whatever reason, then please contact the practice or cancel it online as soon as possible so that we can make this appointment available to other patients.

Chaperones

It is Practice policy to offer a chaperone for any intimate examination, where the patient may feel vulnerable or where the doctor may decide a chaperone is needed. More information about our chaperone policy is on our website.

Medical Students

For the past few years, the Practice has developed a strong link with Manchester University Medical School and welcome medical students periodically. If you do not wish the student to be present during your consultation with either the GP or nursing team, then please let the receptionist or GP/nurse know.

Appointment Reminder Service

The Practice uses a text messaging service to remind patients of upcoming appointments. The service is 2 way and if you no longer need the appointment you can text back CANCEL (texts cost standard network rate) to make the appointment available for other patients. Please only use this word.

We may periodically use this service to alert patients to important news about our services such as reminders about flu clinics (to eligible patients).

In order to use this service, please ensure that the practice has your up to date mobile telephone number. If you do not wish to be contacted in this way, then let the reception staff know and we will indicate this on your records.

