



111.nhs.uk



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Newsletter Issue 32 - Spring - 2024



Wishing a very Happy Easter to all our Patients!

Easter Opening Hours

We will be closed on Good Friday - 29th March and Monday 1st April.
Please order ANY medication due between 29th March and 3rd April no later than Tuesday 27th March

May Bank Holiday Opening Hours

We will be closed on Monday 6th and 27th May.

If you need medical assistance whilst we are closed, please call the practice number and you will be diverted to NHS 111. Alternatively, you can dial 111 or go online to 111.nhs.uk where you have access to urgent medical advice.

PLEASE ONLY GO TO A&E IF YOU HAVE AN ACCIDENT OR SERIOUS / LIFE-THREATENING CONDITION

In a genuine, life-threatening emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency. Call 999 when someone is seriously ill or injured and their life is at risk.

NHS 111 online

Visit us at <http://www.manormedical.co.uk> Or follow us on [Facebook](#) & [Twitter](#)





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Practice News

The Practice has recently employed 2 new practice nurses, who between them have over 40 years of experience. Please join us in welcoming Alexia and Jan to the team!

We are excited to announce that we will be launching a new website in the coming weeks. The web address will remain the same, but we will have a much improved look and feel. Please do respond to any feedback requests so we can ensure its suitability. Thank you.

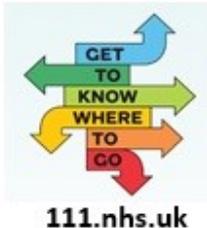
Please be aware that we now have pharmacists and pharmacy technicians working for the Practice most days of the week. If you have any medication queries you may receive a call back from this team rather than a GP.

Many of you may have received text messages in recent months with links to allow you to book your own appointment at a convenient time. This has been a very successful trial at the Practice, and we hope to expand the types of appointment available on the service in the near future.

Did you know our phone system has a call back feature? No more waiting on hold to speak to us! If you are trying to reach us at a busy time and there are more than 10 people in the queue you will be offered a call back. The system will hold your place for you and when you reach the front of the queue, we will phone you back.

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The NHS App

The NHS App provides NHS services 24 hours a day, 7 days a week. It is very secure and helps practices manage demand, reduce administrative work and enhance patient and staff experiences. All patients can have access and benefit from features like:

Prescription ordering, appointment management and viewing health records.

We are encouraging all our patients to try the NHS App so they can benefit from these features. There is a lot of information and videos available online to help with set up and how to use the features.

Please see <https://digital.nhs.uk/services/nhs-app/toolkit/walk-through-videos>

Missed Appointments

In **February**, there were **188** appointments that were not attended. This is the equivalent to **47** appointments **per week**. In total this is **2,565 minutes** of missed appointments in **1 month**.

Both 7 days and 24 hours before your appointment you will get a reminder text, if you cannot attend your appointment please reply to this text and cancel your appointment or you can cancel your appointment on the **NHS App**.



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Easter Bank Holiday Prescriptions



NHS Greater Manchester is reminding people to be prepared for the Easter Bank Holiday and to order prescriptions at least two weeks in advance to avoid any complications or delays. The Easter Bank Holiday is one of the busiest periods for the NHS.

		Good Friday	Easter Sunday	Easter Monday
Boots	47-49 Merseyway	9am - 5pm	Closed	10:30am - 4.30pm
Asda Pharmacy	Warren Street	10am - 4pm	Closed	10am - 4pm
Medichem pharmacy	34-35 Woodley Precinct	4pm - 8pm	4pm - 8pm	4pm - 8pm
Heald Green Pharmacy	208 Finney Lane	4pm - 8pm	12pm - 4pm	4pm - 8pm
Jaybee Pharmacy	136 Lisburne Lane	Closed	8am - 12pm	Closed

Art exhibition tells Stockport NHS COVID stories

A special exhibition at Stockport War Memorial Art Gallery is telling the story of the experience of those in the NHS working through the COVID-19 pandemic. The exhibition is running at the gallery from Friday 8 March to Thursday 11 April 2024, until the artworks are returned to Stepping Hill Hospital for permanent display.

The exhibition is free to enter, and the gallery is open Thursday – Friday 1–5pm, Saturday 10am-5pm and Sunday 11am–4pm.

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