



The Practice would like to send our best wishes for a happy and healthy 2021 to all our Patients

Reminder – Coronavirus

Dear Patients,

We would like to remind you if you have any of the following symptoms

- **a high temperature**
- **a new, continuous cough**
- **a loss of or change in smell or taste**

Visit NHS 111 ONLINE for advice or to book a test by following this link:

<https://111.nhs.uk/service/covid-19>

Covid-19 Vaccine

We are currently working closely with NHS England around the delivery of the Covid-19 vaccine. However, we have no further details in regards to this.

Flu Vaccines – 50-64 year olds

We are due to receive the flu vaccinations for our patients aged 50-64 (who are not at risk) by the 11th December.

We now have clinics available, from the week commencing 14th December, for you to book in to.

If you are in this age group and would like to receive your flu vaccination, please call us on 0161 983 9166 to book an appointment

FEELING LOW?

The festive period can be a difficult time. If you feel low, stressed, anxious or just need someone to talk to, the Samaritans offer a free, confidential listening service for people 24 hours a day, 365 days a year. Talk at a time to suit you, in your own way, and off the record – about whatever's getting to you. **Call 116 123 for FREE OR visit www.samaritans.org**

Alternatively, there are a number of organisations, listed below, who can offer help & support around your mental health & wellbeing

| | | | |
|---|---|---|--|
| <p>EMOTIONAL WELLBEING HUB</p> <ul style="list-style-type: none"> Provides information, advice, and guidance for anyone up to the age of 25 for emotional wellbeing and mental health concerns. Access to the Emotional Wellbeing Hub is through the Multi-Agency Safeguarding and Support Hub (MASSH), 0161 217 6028. Open 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Friday. <p><small>Ages up to 25</small></p> | <p>BIG WHITE WALL www.bigwhitewall.com</p> <ul style="list-style-type: none"> Provides 24/7 anonymous support via a digital emotional wellbeing and mental health service. It is available for anyone over the age of 16 living in Stockport. It offers peer support alongside a range of helpful tools and resources and is supported by trained clinicians. To register you just need your Stockport postcode. <p><small>Ages 16+</small></p> | <p>SILVERCLOUD gm.silvercloudhealth.com</p> <ul style="list-style-type: none"> Offers free online therapy for all Greater Manchester residents to help with stress, anxiety, low mood and depression. Provides a number of online programmes to help ease stress levels, improve sleep or build resilience. To find out more and to sign up, visit the Greater Manchester Silver Cloud website. <p><small>Ages 18+</small></p> | <p>KOOTH www.kooth.com</p> <ul style="list-style-type: none"> All children and young people in Greater Manchester can now access free online counselling and emotional well-being support. Kooth online counselling and emotional wellbeing platform is available to any young person who may be struggling with their mental health - and particularly during the COVID-19 outbreak. Kooth is for young people aged 11-18 and offers a variety of resources, including: A live chat function that allows young people to contact a qualified counsellor, chat forums with other young people, crisis information and Self-help resources. <p><small>Ages up to 18</small></p> |
| <p>OPEN DOOR opendoorstockport@makingspace.co.uk</p> <ul style="list-style-type: none"> For anyone over the age of 18 in Stockport. Provides emotional support, practical advice, guidance and telephone support for the Stockport residents with mental health needs, whether referred to services or not. Support to those who are experiencing extreme emotional distress or are nearing crisis point and feel that there is nowhere else to turn (0800 138 7257). Commissioned by Stockport NHS CCG and provided by the charity Making Space. <p><small>Ages 18+</small></p> | <p>SHOUT www.giveushout.org/get-help</p> <ul style="list-style-type: none"> SHOUT is a 24/7 UK crisis text service available for times when people feel they need immediate support. By texting 'SHOUT' to 85258 a Texter will be put in touch with a trained Crisis Volunteer (CV) who will chat to them using trained techniques via text. The service is designed to help individuals to think more clearly and to take their next step to feeling better. To get help or find out more about how SHOUT works, visit our get help page. <p><small>All Ages</small></p> | <p>42ND STREET 42ndstreet.org.uk</p> <ul style="list-style-type: none"> One-to-one counselling therapy, psycho-social support and advocacy therapeutic issue-based, identity-based groups and peer support projects, creative projects and approaches to wellbeing and mental health via The Horsfall Residential. 42nd Street takes referrals from young people themselves and from parents, carers and professionals. <p><small>Ages 11-25</small></p> | <p>OTHER SERVICES Stockport Staying Well</p> <ul style="list-style-type: none"> The services listed here are some of the newer resources that are available to Stockport residents. It is not an exhaustive list of all available support. For more information on what is available please click on the link above or use your phone camera to scan the QR code.  <p><small>All ages</small></p> |

Stockport Council also has a dedicated coronavirus helpline where additional emergency support can be discussed.

This can be accessed by calling 0161 217 6046 and is available:

- 9am – 5.00pm - Monday to Thursday
- 9am – 4.30pm - Friday

If you are struggling to feed yourself or your family over Christmas please contact

Stockport Foodbank for a voucher on 07483 115 349 or foodbank@stockportfoodbank.org.uk

Monday – Friday 9am -5pm

There are 7 centres open in Stockport, 6 days a week. Located in Offerton, Hazel Grove, Bramhall, Bredbury, Cheadle, Norris Bank & Reddish.



Christmas Opening Hours



Hillgate Surgery will close at 1pm on Thursday 24th December and will reopen at 7:30am on Tuesday 29th December.

Offerton Health Centre will close at 6pm on Thursday 24th December and will reopen at 7:30am on Tuesday 29th December.

New Year Opening Hours

Hillgate Surgery will close at 6pm on Thursday 31st December and will reopen at 7:30am on Monday 4th January.

Offerton Health Centre will close at 1pm on Thursday 31st December and will reopen at 7:30am on Monday 4th January.

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.



Local Pharmacy Christmas and New Year Opening Times

| | Fri 25 th Dec (Christmas Day) | Mon 28 th Dec (Boxing Day in lieu) | Fri 1 st Jan (New Years Day) |
|----------------------|---|--|--|
| Hillgate Pharmacy | 12 noon – 4pm | Closed | Closed |
| Well Hillgate | Closed | Closed | Closed |
| Well Hall Street | Closed | Closed | Closed |
| Carters | Closed | Closed | |
| Cheadle Pharmacy | 8am - 8pm | 8.30am - 5pm | 8.30am - 5pm |
| Heald Green Pharmacy | 8am – 6pm | 8am – 6pm | 8am – 6pm |
| Scorah Chemists | 8am – 12 noon | Closed | Closed |
| Boots | Closed | 10am – 5pm | Closed |
| Asda Pharmacy | Closed | 9am – 6pm | 10am – 5pm |



September Issue - Survey results

In our September newsletter, we asked for your feedback about us, as a practice and the service we provide, this is especially important to us as we transitioned to our new phone system and faced the challenge of a Global Pandemic.

- We were delighted to find that over **89%** of patients were either satisfied or very satisfied with Manor Medical Practice as a whole.
- Despite all the challenges faced in this current climate, over **96%** said their needs were mostly or wholly met.
- We use a variety of methods to communicate with our patients and found that
 - over **96%** prefer the newsletter or website as their main source of receiving information from us.
 - And **62%** of patients were aware that we now use Facebook and Twitter to communicate up to date, relevant information to them, something which we hope to improve upon over the coming year.
- **62%** of patients had used the new phone system, with **76%** of those patients believing that it was better than the previous system.
 - Only **28%** had used the Queuebuster feature, which, during times where the call volume is high, we would recommend you do. As it allows you to continue with your day and receive a call once you are first in the queue.