



ST GABRIEL'S MEDICAL CENTRE, BISHOPS ROAD, M25 0HT | 0161 773 1791 | PRACTICE NEWSLETTER - AUGUST, 2023

# Latest GP Patient Survey results, help to shape St Gabriel's and flu season...

Following on from our last newsletter, we want to take this opportunity to inform you of some of the positive changes that are happening behind the scenes to improve your care.

## GP PATIENT SURVEY RESULTS AND PRACTICE UPDATE

This year's patient survey results are in and the feedback from a large population of our patients is that they are happy with the service provided, which is lovely to hear. We are trying our best to ensure that your requests receive a prompt response, and this is often on the same day.

We understand that some patients will be upset that we have not reverted to the pre-COVID model of face-to-face appointment booking but the truth is that our practice – like all others – could not possibly meet the demands on our service by operating this way.

Our clinicians deal with over 150 individual cases per day, which we believe is more than an average GP practice would manage. askmyGP will remain our digital platform as we continue to offer same day responses.

We are offering the best we possibly can do in these circumstances but are always willing to listen to anyone who has any ideas on how we can continue to improve.

In fact, we would encourage you to join our PPG!

## PATIENT PARTICIPATION GROUP

Made up of a group of volunteer patients or carers, the practice manager and one or more of the GPs from the practice, PPG's meet on a regular basis to discuss subjects of mutual interest, explore issues from feedback and discuss how improvements can be made for the benefit of patients and the practice.

St Gabriel's need patients to join our PPG! We want to hear from patients who are interested in being part of this group. Please email [gmicb-bu.sgmc@nhs.net](mailto:gmicb-bu.sgmc@nhs.net) or contact Lauren to join our PPG.

## FLU SEASON

Flu season is just around the corner! We will be offering weekday appointments as well as a drop-in clinic on Sunday



You can take part in shaping the future of St Gabriel's by joining the PPG

15th October. Please make sure we have up-to-date contact details for you as booking links will be sent out to all eligible patients via text as soon as we receive our delivery of vaccinations, which is expected late September.

It is worth noting that the government have made the decision to remove patients aged 50-64 (who are not at risk) from the eligible cohorts this year.

If you fall into this category and do want to be vaccinated, you will need to pay privately for this at your pharmacy.

## SIGNPOSTING

We appreciate your help in ensuring we deliver a reliable and, more importantly, appropriate service and we hope you respect our signposting decisions.

Our non-clinical staff members have been given extensive training in signposting and every member of the team wants to make sure you are seen at the right time, by the right healthcare professional. This may not always be a GP.

The wider system is trying its best to help us to support you – and a big part of this is offering appointments with trained professionals.

You may be signposted to a pharmacy, minor eye conditions clinic, social prescriber, podiatrist, physiotherapist, or mental health practitioner, to name a few.

The reality is that without our exceptional healthcare colleagues, our patients would be waiting four weeks to see a GP.

## ANNUAL REVIEWS

We now invite all patients with a long-term health condition to attend for their annual review during the month of their birth. You will be given an appointment with the appropriate nurse/GP/ pharmacist, and we will endeavour to book these at the same time, meaning you only need to attend the surgery once.

This has been working well so far and we encourage you to contact us to book your annual review as soon as you receive your invite text or letter.

## PRESCRIPTION ORDERING

Back in May, we made the decision to cease third party prescription ordering. This means that your chemist can no longer order medications on your behalf.

Patients can either sign up for the NHSApp, Patient Services or one of the many other online options. Requests can also be posted or dropped into the surgery if you do not wish to order online.

This change is saving valuable NHS money by reducing waste, relieving pressure on your local pharmacy and allowing you to be in control of ordering and tracking your medication.

Dr Richard Deacon

## USEFUL SERVICES AND HOW TO ACCESS THEM

### BURY LIVE WELL SERVICE

Contact details: 0161 253 7575 or [livewell@bury.gov.uk](mailto:livewell@bury.gov.uk)

This service exists to offer support and inspiration to facilitate a healthy, active and fulfilling lifestyle. They offer a broad range of support services such as:

- Getting more active, more often
- Keeping mobile, preventing falls and maintaining independence
- Eating well and maintaining a healthy weight
- Preventing or coping better with long term conditions
- Managing a healthy mind and managing stress, anxiety or low mood
- Reducing alcohol consumption
- Quitting smoking and becoming smoke free
- Breastfeeding support
- Finding new activities and opportunities for connecting with others

### NHS BURY TALKING THERAPIES

Contact details: 0161 253 5258 or [penninecare.nhs.uk/burytalk](http://penninecare.nhs.uk/burytalk)

The team offer support and treatment if you're experiencing symptoms such as difficulty sleeping, low mood, stress, worry or anxiety, feelings of low self-worth or panic attacks. They can also help you to cope with the effects of a long-term health problem or chronic pain, post-natal depression, obsessive compulsive disorder, phobias, eating difficulties and post-traumatic stress reactions. With help and support, these feelings and symptoms can be managed, guiding you to deal with them more effectively.

### SOCIAL PRESCRIBER

Contact details: 0161 518 5550 or [julie.bentley8@nhs.net](mailto:julie.bentley8@nhs.net)

Our amazing social prescribing team help with connecting patients to events and support suited to their individual needs. They provide an invaluable service and welcome contact from patients. If you think you might benefit from support in any of the following services, please reach out to Julie or ask a member of staff to do this on your behalf.

- Low self-esteem or confidence
- Physical inactivity
- Social isolation and loneliness
- Mental health and wellbeing
- Bereavements
- Long term health conditions
- Housing or financial struggles