

The Whitswood Practice Patient Newsletter: May/June 2016

The Whitswood Practice, Alexandra Health Centre, 2 Whitswood Close, Manchester M16 7AP.
Tel: 0161 226 3620 Web: www.whitswood.nhs.uk



We hope you like our patient newsletter which helps keep you informed about the services that we provide. If you would like to join our Patient Participation Group please contact us on CMCCG.ar-ppg@nhs.net. We would like to hear your suggestions as to the sort of items you would find useful and would like us to include in future newsletters.



Change of details – let us know

Occasionally we may need to contact you and it is vital we have your up to date details. If you need to attend hospital they will use the information we have on record for you. If it is incorrect this can delay your treatment. This includes address and phone number. Please tell reception any changes to your details.

How are appointment system works

The Whitswood Practice has over 3500 patients. Based on our list size we have one or two GP's working each day. We also have a nurse who works on a Monday, Tuesday and Wednesday. Our Health Care Assistants work Monday, Tuesday, Wednesday and Fridays. Appointments for all clinicians are available to book and cancel online through Patient Access.

We have a limited number of appointments available each day which are available for urgent medical issues. We do have some pre-bookable appointments that are available up to 3 weeks ahead where you can request a specific GP for a routine appointment and medical reviews. We use telephone appointments to increase access to the practice so that you can speak to a doctor sooner rather than wait for a face to face appointment. If the doctor feels it is necessary they will make a face to face appointment for you. These can be booked by ringing the practice Monday – Friday from 8.30am and are on a first come first served basis. If you do not require an appointment please call after 10am to keep the phone lines free for those who have urgent medical issues.

To help signpost patients to the correct help our receptionists will ask you what the problem is to ensure you see the most appropriate person/service for your needs. Sometimes this might be a dentist or even a pharmacy depending on what the problem is. If there are no appointments remaining our staff will direct you to another primary care service such as a walk in centre, the MRI GP hub or in an emergency A&E depending on what your issue is.



Reception Refurbishment

We are delighted to let you know that we have secured funding from NHS England to improve the reception desks and reception work area. Work is due to start in September 2016 and we will let you know more nearer the time.

Walking for health

Walking is simple, free and one of the easiest ways to get more active, lose weight and become healthier.

It's underrated as a form of exercise, but walking is ideal for people of all ages and fitness levels who want to be more active. Regular walking has been shown to reduce the risk of chronic illnesses, such as heart disease, type 2 diabetes, asthma, stroke and some cancers. Try to walk [10,000 steps a day](#). Most of us walk between 3,000 and 4,000 steps a day anyway, so reaching 10,000 isn't as daunting as it might sound. If, to begin with, you can only walk fast for a couple of minutes, that's fine. Don't overdo it on your first day. You can break up your activity into 10-minute chunks, as long as you're doing your activity at a moderate intensity. Begin every walk slowly and gradually increase your pace. After a few minutes, if you're ready, try walking a little faster. Towards the end of your walk, gradually slow down your pace to cool down. Finish off with a few gentle stretches, which will improve your flexibility. From walking to the shops or part of your journey to work, to walking the dog and organised group walks, try to make every step count. See NHS Choices website for more information and links to walking groups in your area. www.nhs.uk/Livewell/getting-started-guides/Pages/getting-started-walking.aspx



Do you have Online Patient Access?

We now provide some of our services online through Patient Access once you have registered as a patient. You can have 24hr online access to booking some appointments, cancelling all appointments, ordering repeat prescriptions and viewing your medication, allergies, immunisations and medical records. You will need to ask for a registration form at reception. You will then be able to register through our website at: www.whitswood.nhs.uk



Arriving for appointments!

We introduced a self-check in screen in the waiting room. When you arrive for your appointment you do not need to queue up to tell us that you are here. We have a self-check in machine. You simply touch the screen to start, enter your date of birth and gender (male or female) then confirm your identity. Then take a seat and wait to be called.

New staff

We are pleased to welcome back Dr Sinan Jabbar. Please also welcome Mitzi Jones and Amy Hopwood to reception.



If you would like more information about improving your health and the services available go to www.choosewellmanchester.org.uk/.

The Minor Ailments Scheme service operates in partnership with your GP practice so that registered patients can get advice and any medicines they need from a local community pharmacy without the need for an appointment with your GP.