



*April 2017 Newsletter*

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**Doctors**  
*Dr. R. Kumar*  
*Dr. Z. Ali*  
**Practice Manager**  
*Charmi Rami*  
**Practice Nurse**  
*Veronica Gregory*  
*Lincy Godwin*

**OPENING TIMES**  
*Monday – 8:00 am to 8:00pm*  
*Tue, Wed, Thu and Fri – 8:00 am to 6:30pm*  
*Urgent line available out of these hours*

**OUT OF HOURS**  
For urgent advice and treatment: call NHS 111 on **111**  
Chest pains and / or shortness of breath constitute an emergency.

<p><b>Appointments:</b> Appointments can be booked by ringing in or from our website for a month or 2 month in advance. Emergency appointments are available on the day. SMS text reminder service is available and done at 3 instances before the appointment</p> <p>Out of the surgery hours, please telephone NHS 1-1-1. Calls to the NHS1-1-1 service are free from both landlines and mobile</p> <p><i>Please note change in opening times as surgery hours are extended from April 2017</i></p>	<p><b>Health Reviews</b></p> <p><b>Patients with Diabetes, Asthma and COPD are recommended to have annual reviews with the Practice Nurse to ensure they are receiving the best treatment for their condition.</b></p> <p>If you haven't had a review for a while—please telephone the surgery on 0161 740 9864 to make an appointment with one of our Practice Nurses. In order to keep your medical records up to date we would encourage our patients to inform us of their current smoking status.</p>
<p><b>Appointment Attendance</b></p> <p>In the first quarter of 2017, <b>282 of patients</b> did attend their appointments. If you cannot attend your appointment please make sure to cancel it so it can be used for other patients. Please ring the surgery to cancel your appointment.</p>	<p><b>Baby Immunization Clinic</b></p> <p>There had been issues with working parents not been able to attend our Wednesday clinics from 11:00 am to 12:30 and hence The practice has recently introduced a very flexible approach whereby the babies can be booked in throughout the week for their immunisations</p>
<p><b>Bowl cancer screening</b></p> <p>Our practice has set an example and has been acknowledged as the only practice in North Manchester CCG for being proactively encouraging patients to consider bowel cancer screening and increasing awareness of patients despite of significant number of patient with foreign language.</p>	<p><b>Medication Reviews</b></p> <p>It is important to keep up to date with medication reviews, to ensure you are on the most beneficial medication and dose. Reviews can be in depth and can take up a whole appointment slot. So please try to make medication review appointments separately from any other problem you may have.</p>

<p><b>Patient online access and Prescriptions</b></p> <p>You can register online for patient access to</p> <ul style="list-style-type: none"> <li>• Order repeat prescriptions</li> <li>• Book your appointment</li> </ul> <p>You may obtain repeat prescriptions by placing an order by either:</p> <ol style="list-style-type: none"> <li>1. Registering online</li> <li>2. At the reception counter using the tear off slip. Tick the items you require and place the slip in the box.</li> <li>3. By post (please enclose a stamped addressed envelope.)</li> <li>4. By fax: 0161 740 0524.</li> <li>5. Via email NMCCG.jolly@nhs.net</li> </ol>	<p><b>You first</b></p> <p>The You First service is for North Manchester residents who have been identified as being pre-diabetic and would like to make changes to live a healthier lifestyle and prevent the development of Type 2 diabetes.</p> <hr/> <p><b>Health and Well Being Services</b></p> <p>On Mondays we have been running a Health and Wellbeing clinic.</p> <p>Our Health and Wellbeing advisor can offer support with:</p> <ul style="list-style-type: none"> <li>• Food (healthy eating) and physical activity (exercise)</li> <li>• Smoking and Alcohol</li> <li>• Isolation and loneliness and friendship</li> <li>• Promoting positive mental health and dental/oral health</li> </ul>
<p><b>Community Pharmacist</b></p> <p>The surgery is proposing to have a pharmacist for 4 hours every week for the next quarter to improve patient care and decrease the overall budgeting.</p> <p>We have learnt and seen evidences that having a pharmacist working in the practices can have significant benefits like:</p> <ol style="list-style-type: none"> <li>1. Facilitating the patients to take in an in-depth review of their medication and see if they need updating or adjusting.</li> <li>2. Helping patients to understand the way their medication works most effective for them for e.g. wrong way, wrong time of day or just ordering them and not using them at all.</li> <li>3. Identifying if current medical supplies used by patients e.g diabetes machine, test strips, needles, inhalers etc. can be substituted with cheaper products available in market, leading to cost saving.</li> <li>4. Overall savings to practice budget.</li> </ol> <p>We want to take a proactive approach to these benefits until we are finally been supported by the CCG in having a GP pharmacist as we believe our current patient population will benefit greatly with such advice and education.</p>	<p><b>Registered GP</b></p> <p>The named GP for new registrations is DR R Kumar</p> <p><b>Staff News</b></p> <p>Farzana Siddique has now left the organisation. Also, Paras Shah has joined the team. We wish him good luck in their new roles and look forward to working with him at the practice.</p> <p><b>Female GP</b></p> <p>Regular Locum Dr Hussain will now be available alternate Thursday</p> <p><b>Midwife Services</b></p> <p>Midwives are available on Tuesday Afternoon</p>