

The Manor Surgery

Patient Newsletter

Welcome!

The Manor Surgery has decided to bring back the patient newsletter! Please read for any updates that may be of interest to you.

Patient Calls

Over the course of September, we received 8725 inbound phone calls and we answered 96.9% of those calls – we understand that our phone lines get busy, and we will get to you as soon as we can.

Appointments

Following the pandemic, we are continuing to offer a telephone triage service as this has proven to be the best way to see more patients. Phone calls are released at 8am on the day and we can pre-book calls five days in advance. GPs are still seeing patients face to face and they will make these appointments during your phone call if deemed appropriate.

Chaperones and Communication Needs!

If you would like a chaperone during your appointment, you can let us know beforehand and we can make a note for the clinician or alternatively, you can let the receptionist or clinician know and this can be arranged during your appointment. Please note a clinician may also wish to have a chaperone present during an examination. We are passionate about our patient's communication needs as it is important for everyone to get the care they need. We are able to offer interpreters for those who do not speak English as their first language. We currently have three GPs who speak multiple languages, Dr Mok who speaks Cantonese and both Dr Elkalaa and Dr Ahmed are able to speak Arabic. We are able to book face to face appointments for patients who may be deaf or hard of hearing. We request that you let us know of your communication needs prior to your appointment so we are able to accommodate to your needs.

Clinical Schedules (From 21st Nov)

Please see below our clinical schedules for the week

Dr Charles (GP Partner): Thursday and Friday

Dr Christopher Evans-Hall (GP Partner): Monday, Tuesday, Wednesday, and Friday

Dr Anna Hewson (GP Partner): Monday, Tuesday, and Wednesday

Dr Michael Mannion (GP Partner): Monday, Wednesday, Thursday, and Friday

Dr Louis Mok (GP Partner): Monday, Wednesday, Thursday, and Friday

Dr Sudam Prabhu (GP Partner): Monday, Tuesday, Wednesday, and Friday

Dr James Read (GP Partner): Tuesday, Wednesday, and Friday

Dr Emma Shapiro (GP Partner): Monday, Tuesday, and Wednesday

Dr Maab Ahmed (Registrar): Monday, Tuesday, and Friday Morning

Dr Megan Burton (Registrar): Monday, Tuesday Morning, Thursday, and Friday

Dr Shaymaa Elkalaa (Registrar): Monday, Tuesday Afternoon, Thursday, and Friday

Sean Massey (Physio): Tuesday and Thursday

Karen Taylor (ANP): Tuesday, Wednesday, and Friday

Missed Appointments

During the September period there has been 153 missed appointments which equates to 35.5 hours of wasted clinician time.

If you are unable to come to your appointment, please let us know so that we can cancel the appointment and the time is not wasted as it could have been booked by another patient or they could have used the time to catch up on some overdue work.

Nurses and Health Care Assistants

Emma Ash (nurse), Janine Richards (nurse), Michelle Stevens (nurse), Kate Ward (nurse), Janis Doring (HCA) and Megan Varney (HCA)

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Flu and Covid vaccines

We are having flu and covid clinics for anyone eligible on the 29th of Oct and 19th Nov. Children aged 2 and 3 can have theirs on the 30th Oct and the 12th Nov.

Pharmacy Contact Details

Abby Pharmacy: 0115 925 4522
Boots Adjacent to Manor Surgery: 0115 922 8291
Boots High Road: 0115 925 4464
Grewals Pharmacy: 0115 925 3034
Jardines Pharmacy: 0115 943 0487
Lloyds Pharmacy: 0115 939 2168
Tesco Pharmacy Beeston: 0115 827 1293
Ways Pharmacy: 0115 925 5584
Well Pharmacy: 0115 925 6607

Pharmacy First

Did you know you can visit your local pharmacy for treatment for minor ailments such as;

- Acne and spots
- Allergic reactions
- Athlete's foot
- Blisters (not burns) and cold sores
- Cold and flu
- Constipation
- Cough
- Diarrhea
- Eye (red, irritable, sticky, watery)
- Hay fever
- Insect bites and stings
- Sore Throat
- Vomiting
- Warts and verrucae
- UTI

Our receptionists can also refer you to a pharmacist if they see fit

Our Contact Details

Our Phone Number: 0115 907 6960
Our Email Address: nnicb-nn.manorsurgeryreceptionist@nhs.net
Our Facebook Group: Manor-Surgery Beeston
Our Home Page: <https://themanorsurgery.com/>

Useful Telephone Numbers

Breast Screening: 0115 993 6649
Catheter Supplies: 0115 844 0595
Child Hearing Services: 0115 948 5547
City Hospital: 0115 969 1169
Citizens Advice Bureau: 0800 144 8848
Covid Helpline: 119
Community Ultrasound Service: 0161 929 5679
Hospital Appointment Line: 0115 849 3342
Paediatric Phlebotomy: 0115 924 9924 (ext. 82661) or for patients one and above - 0300 123 3387
QMC: 0115 924 9924
Ropewalk House: 0115 919 4488
School Age Imms Service: 0115 844 0555
Stoma Supplies: 0800 085 3745
X-Ray Booking: 0115 875 4568

We also offer a referral to the social prescriber who can be there to support your social, emotional, and physical wellbeing needs.

Prescriptions and samples

We are trying to make it easier for patients to order their prescriptions. A prescription can be ordered via the NHS app, email or coming into the surgery, patients who are housebound are able to order their medication over the phone. It takes two working days for your GP to produce a prescription and it will take some time for the pharmacy to get your medication ready. Please ensure you order your prescriptions a week before you run out to avoid disappointment. If you would like an update on your prescription order, please contact the pharmacy directly.

We also request that any samples required by nurses or GPs be back before 12:30pm as they need to be taken to labs for testing the same day. If samples come in after this time, we would offer you a new testing bottle and have you re-do the sample as they cannot be left overnight due to a chance of the sample being un-useable.