

Manor House Surgery News



Welcome to our Summer Newsletter

Farewell to Dr Z Yasmeen

Dr Yasmeen has now left the practice after working with us for the last 3 years. I'm sure you will agree that she will be missed!

We wish her all the best for the future.

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STAR

If you need to see a clinician outside of normal surgery hours you can attend the STAR service.

You can book an appointment online using the following web address:

<http://www.starappointment.co.uk/booking/>

Appointments from:

6pm-9:30pm Mon-Fri

8am-9:30pm Weekends and bank holidays

For urgent care call NHS 111 (dial 111)

Please note:

This is not a walk in service, you must have an appointment.

In a real emergency dial 999

The Manor House Surgery
Braidwood Road
Normanby
Middlesbrough
TS6 0HA

Phone: 01642 374788

Fax: 01642 374789

Website:

www.themanorhousesurgery.co.uk

RSO-(Rapid Specialist Opinion)

All referrals are reviewed in our Friday Clinical Meeting to assess whether the referral is the best possible route, or whether alternative management would be more appropriate. All GPs, nurse practitioners and our clinical pharmacist attend the meeting to discuss issues and share ideas.

Patient Participation Group

The PPG is a group of patients who work with the practice to improve patient experience. A meeting is held every month at the practice where your suggestions and ideas are welcomed.

If you would like to join our friendly group please inform reception.

Online services

Did you know you can book appointments and request repeat medication online?

Please ask reception for your individual log in details.

Care Navigation

You may have noticed when booking an appointment that our reception staff will ask you for some brief details about the reason for your visit to the practice.

Please be assured that we are not trying to be difficult but rather we are trying to allocate you to the most appropriate clinician at the most appropriate time.

We have two nurse practitioners and a clinical pharmacist who can deal with a whole range of problems.

Our clinical staff require receptionists to ask our patients for a few brief details because this helps them to prioritise and prepare for their day and ensures that you receive the most appropriate care.

If of course you feel that an Issue is very private/sensitive, please just let us know and this will be respected.

Useful Services

In keeping with care navigation, here are some

Stop Smoking Service

01642 727579

Phone the helpline for help stopping smoking, or ask at reception for local drop in centres.

Welfare Rights

01642 771166

For help with social problems such as benefits

Addaction– Drug and Alcohol

0300 303 381

For help and support with drug and alcohol misuse.

Virgin Care—Sexual Health

0300 330 1122

For contraception including coil and implants as well as smear tests and STI checks.

If you are over 16 and symptom free you can order a home STI test online at:

www.thesexualhealthclub.co.uk

Your local Pharmacy

Pharmacists can deal with many problems including:

- Cold sores
- Conjunctivitis
- Constipation lasting less than 2 weeks
- Diarrhoea lasting less than 3 days
- Athletes Foot
- Warts/ Verruca's
- Cough– lasting less than 3 weeks
- Earache
- Hayfever
- Head lice
- Mouth ulcers lasting under 3 weeks
- Sore throat lasting less than 7 days

Many medications can be bought over the counter without having to see your GP. Please consult your local pharmacist