

Patient newsletter

Grosvenor
Medical
Centre

December Edition

In partnership with our patient participation group, the practice will be creating a quarterly newsletter to keep you up to date on things happening in and around the practice.

Opening times:

Monday—08:00—18:30
Tuesday—08:00—18:30
Wednesday 08:00—18:30
Thursday 08:00—18:30
Friday 08:00—18:30

When we are closed:

Please ring NHS 111 for advice, or alternatively visit the walk in centre at Tameside Hospital who are open 9am to 9pm every day. Only ring 999 in life threatening emergencies.

Evening and weekend appointments:

Out of hours evening appointments (after 18:30) and Saturday appointments are available at our Primary Care Network hub, located on the 1st Floor, St Andrews House, Waterloo Road. Please contact the practice to make an appointment. Please note this is not a walk in service.

Upcoming training dates:

Thursday 18th January
Thursday 15th February
Thursday 21st March
The practice will be closed in the afternoon.

Patient Participation Group

Want to get involved?
We are always looking for new members to be the voice of the patient!

Our group meets every 8—12 weeks and it is an important forum for patient opinions and ideas to be feedback to the Practice*. If this is something that might appeal to you, please let a member of the practice team know!

*Please be aware this is not a complaints forum and if you have a complaint, please contact the Practice Manager.

Christmas Closures—25th, 26th December and 1st January.



Bee Seen, Get screened

Bee well-being in
Screened! the work-
Recently the place and
practice has encourage
pledged to all of our
allow all our employees
staff mem- to talk about
bers to cancer and
attend im- the im-
portant can- portance of
cer screen- cancer
ing appoint- screening!
ments, raise
the profile of
health and

Staff Updates

December new adven-
has seen us tures and
say goodbye the practice
to June, our wish her the
Health Care best of luck!
Assistant. The practice
June has are currently
worked at in the process
Grosvenor of recruitment
Medical Cen- of a new
tre for 20 health care
years! June assistant fol-
will be mov- lowing June's
ing on to leaving.

Please ensure the practice has your up to date contact details to ensure you continue to receive information on annual check ups and practice information.

Our team

Dr Paresh Parikh—GP Partner
Victoria Turner—Practice Manager
Dr Carmen Chan—Salaried GP
Dr Eleanore Lyons—Salaried GP
Stephanie Chan—Clinical Pharmacist
Jennie McGing—Practice Nurse
Emma—Assistant Practitioner
Georgina—QoF administrator
Hayley—Administrator
Paula—Receptionist
Melissa—Receptionist
Kirsten—Receptionist

Dr Claire Knight—GP Partner
Dr Nathalie Howard—Salaried GP
Dr Nita Taylor—Salaried GP
Rikesh Mistry—Clinical Pharmacist
Laura Lyons—Advanced Clinical Practitioner

Mel—Office Manager
Matthew—Secretary
Fran—Receptionist
Susan—Receptionist
Andrea—Receptionist
Caroline—Receptionist

Information about our team and our clinician's specialties can be found on our practice website at <https://grosvenormedicalcentrestalybridge.nhs.uk/staff1.aspx?t=1>

We also offer an extensive range of services through our primary care network, information on what services are available can be found at <https://grosvenormedicalcentrestalybridge.nhs.uk/>

BeWell

Be Well is a free service for all Tameside residents!

Be Well offer a huge range of health and wellbeing support including stop smoking services, weight management, support around food and nutrition, help to increase physical activity, oral health and alcohol awareness.

Be Well offer one to one appointments, regular follow ups to help and support you achieve your goals and offer practical hints and tips.

You can get in touch to make an appointment by calling 0161 342 5050 or emailing at bewell@tameside.gov.uk

You can also access a self referral form at <https://www.tameside.gov.uk/bewelltameside>

Online Triage

Did you know you can submit a request for medical advice on our website? The process is easy and can save you time! The process is as follows:

1. You submit a request on the link below which can also be found on our practice website: <https://florey accurx.com/p/P89026>
2. Your request will be reviewed by our trained triaging reception team
3. Your request will be directed to the most appropriate clinician to assess your request
4. You will receive a text message acknowledging receipt of your submission and information as to when your request will be reviewed and by who. In some circumstances, an appointment may be made for you with the appropriate clinician.

Please be aware this service should not be used to urgent medical issues. We aim to respond to all online requests within 48 hours. If your request is submitted out of working hours, it will not be viewed until the surgery reopens.

Primary Care Network— Social Prescribing

Stalybridge, Dukinfield and Mossley Primary Care Network work with all 9 practices including ours to offer complimentary services to our patients, including social prescribing.

Social prescribing is a way to connect people with community based services, groups and activities that meet practical, social and emotional needs that can effect your health and wellbeing. Social prescribing can help increase active involvement with your health and community.

The service may be helpful for those who need help with housing, benefits, social isolation, mild to moderate mental health problems, those with long term conditions who need additional support unrelated to their health condition and those who want to learn more about local services available.

If you wish to access our social prescribing service, please speak to a member of our reception team who can request a referral for you. Please be aware they may need to ask you a few questions to ensure this is the appropriate service for

Mental Health Support

Whether you need support from a local mental health service or want to know more about welcoming places and spaces, there is a large amount of information that you can access at <https://www.tameside.gov.uk/mentalhealth>

[Mental Health—Local Helplines](#)

Pennine Care 24/7 Helpline—a mental health helpline to provide advice and support to **patients and carers of all ages—0800 014 9995—open 24 hours, 7 days a week**

Minds Matter Call In—direct telephone line for people **aged 16 and over** wanting support with their mental health and emotional wellbeing—available from **10am until 2pm Monday to Friday - 0161 4706100**.

[Mental health—National Helplines](#)

Samaritans— call 116 123—open 24 hours. 7 days a week

Anyone can contact Samaritans, no matter how old you are or what you are struggling with.

Get Active!

It's the perfect time to get active. No matter how much you do, physical activity is good for your body and mind. Adults should aim to be active every day. Some is good – more is better still. A daily brisk walk can give your body a boost, lift your mood and make everyday activities easier. Try these tools, tips and special offers to move more every day.
NHS Couch to 5K app
Active 10

Did you know?

To stay fit and healthy, it's recommended you get at least 150 minutes of moderate physical activity a week, or around 20 to 30 minutes a day.

Grosvenor Medical Centre

62 Grosvenor Street
Stalybridge
SK15 1RZ
0161 303 4313