

# Patient newsletter

Grosvenor  
Medical  
Centre

## Our first 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:

21st September  
19th October  
16th November  
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.

## Happy 75th Birthday, NHS!



Staff from local practices gathered to take part in the NHS's 75th Birthday park run! Well done to all those who ran and volunteered on the day. It was great fun all round!

Have you thought about taking up running as a new hobby? The NHS Couch to 5K can help you get started, with a step by step plan designed to gradually build you up to run 5k! More information can be found here - <https://www.nhs.uk/live-well/exercise/running-and-aerobic-exercises/get-running-with-couch-to-5k/>

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***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.***

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### 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  
Jenny—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  
June—Health Care Assistant  
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/>

## What's going on in your area

### Academy HQ

Academy HQ is a locally ran community hub who offer a huge range of activities both free and paid to enhance wellbeing in our local community. There is a huge amount of classes and groups that meet at the hub and as its only a short walk from the practice – why not check it out! You can find out on their website what they have going on at the moment:

<https://www.academyhq.co.uk/what-s-on>

### BeWell

BeWell offer help and support for those wishing to make healthy life and wellbeing changes. BeWell has received fantastic feedback and has been highly recommended by member of our patient participation group. More information can be found on their flyer - [https://www.tameside.gov.uk/TamesideMBC/media/SID/Be-Well-Tameside-Flyer\\_1.pdf](https://www.tameside.gov.uk/TamesideMBC/media/SID/Be-Well-Tameside-Flyer_1.pdf)

## 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.

### Practice Updates

- Laura Lyons our Advanced Clinical Practitioner was recently shortlisted for the Greater Manchester Health and Care Champion Awards for the work she completed on her Homelessness Project – aiming to reducing the inequalities our homeless patients face when accessing healthcare. The Practice are extremely proud of the work Laura has done.
- The Practice have been working with NHS IT providers to move to an agile style of working and the removal of some printers! It's been a big change but has helped the practice contribute to a reduction in paper waste across the area.

## Vaccinations Update

COVID Autumn Booster—Patients eligible for the Autumn COVID booster will receive an invite via text or letter inviting them to make an appointment. We have evening and weekend appointments running at our Primary Care Network Hub, 1st Floor, St Andrews House, 2 Waterloo Road, SK15 2AU. Please note this is not a walk in clinic and is by invitation only. If you have received your invite and want to book an appointment please call 0161 393 2976—Eligibility for the COVID vaccine can be found here—[Covid autumn booster vaccine 2023: Everything you need to know - Department of Health and Social Care Media Centre \(blog.gov.uk\)](#)

Seasonal Flu Vaccine—The Practice have started their seasonal flu campaign. Eligible patients will be invited via text, letter or phone call over the next few weeks to make an appointment. Please note if you have been invited for your COVID vaccine, they will administer both injections during this appointment. **If you only want your flu vaccine, please contact the practice to make an appointment.** Please note the eligibility for this years flu vaccination does not include patients over 50 unless you have an underlying medication condition. Eligibility information can be found here—[Flu vaccine - NHS \(www.nhs.uk\)](#)

Shingles—The Practice will be running their Shingles campaign over the next coming months to invite all those newly eligible patients for their vaccination. Please await an invite before contacting the practice. Eligibility information can be found here—[Shingles vaccine - NHS \(www.nhs.uk\)](#)

## The common cold

With Autumn/Winter approaching, colds may be on the rise. You can often treat a cold without seeing a GP.

Cold symptoms come on gradually and can include:

- a blocked or runny nose
- a sore throat
- headaches
- muscle aches
- coughs
- sneezing
- a raised temperature
- pressure in your ears and face
- loss of taste and smell

The symptoms are the same in adults and children. Sometimes symptoms last longer in children.

Information on how to treat a cold, what a pharmacist may be able to help with and when to see your GP can be found here:

<https://www.nhs.uk/conditions/common-cold/>

### Grosvenor Medical Centre

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