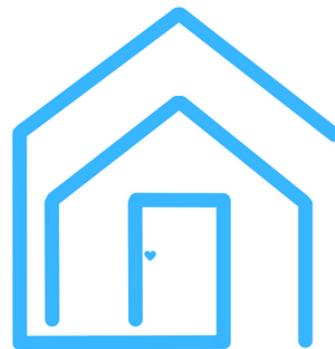


SHELLEY MANOR & HOLDENHURST MEDICAL CENTRE

PATIENT NEWSLETTER

ISSUE 1 | MARCH 2024



WELCOME

I am delighted to introduce our new patient newsletter. Newsletters will be sent out quarterly and will provide information about the service that we offer as well as updates about health initiatives and local support services.

A big thank you to everyone who has taken the time to provide feedback via our Friends and Family survey that we send out to patients after attending appointments at the practice. Your feedback is invaluable to us so that we can ensure that we are continually improving the service that we offer. You can provide feedback any time via our website. We are happy to share that over the past three months we have received an average of 96% positive feedback.

OPENING HOURS

SHELLEY MANOR

MONDAY: 7AM - 6PM

TUESDAY: 8AM- 6PM

WEDNESDAY: 7 AM - 6PM

THURSDAY: 8AM- 6PM

FRIDAY: 7AM -6PM

SATURDAY & SUNDAY: CLOSED

HOLDENHURST ROAD

MONDAY: 8AM - 6PM

TUESDAY: 7AM- 6PM

WEDNESDAY: 8AM - 6PM

THURSDAY: 7AM- 6PM

FRIDAY: 8AM - 6PM

SATURDAY & SUNDAY: CLOSED

EMERGENCY PHONE LINE OPEN UNTIL 6.30PM.

PRACTICE DOORS CLOSE AT 5.30 PM.

PHONE LINES ARE CLOSED DAILY BETWEEN 1 - 2 PM.

BOTH SITES ARE CLOSED ON WEDNESDAYS FOR STAFF TRAINING BETWEEN 12- 2PM.

OUT OF HOURS CALLS 111 OR 999 IF IT IS AN EMERGENCY.

 01202 309421 / 01202 587111

 smh.mc@nhs.net

 shelleymanorsurgery.co.uk

 www.facebook.com/SMHMedicalCentre



**2 doses of the MMR
vaccine can stop your
child becoming seriously
unwell with measles**



Make sure your
child is up to
date with their
MMR vaccinations

WHEN IS THE BEST TIME TO CALL?

If you are not contacting the practice about something urgent, you may wish to try calling when phone lines tend to be a bit quieter.

Best days to call: Tuesdays and Thursdays

Best times to call: Our phone lines are busiest between 8-9 am and 2-3pm.

We have recently upgraded our telephone system and we are delighted to now offer a call back service. You no longer have to wait on hold, simply select the call back option and a member of the team will call you back as when you reach the top of the queue.

Patient Group – Friends of the Practice

Our patient participation group is made up of patients of the surgery who want to help it work as well as it can for patients, doctors and staff. Your experiences of the surgery matter and if you can bring ideas to the surgery to help us treat patients better or to improve what we do then we urge you to join the group.

For more information please email smh.mc@nhs.net or speak to a member of the reception team.

The Group meets every three months in the Surgery's GP Meeting Room, and discuss a broad range of non-clinical patient issues with Practice Management and a lead partner.

Subjects discussed included:

- impact of change within the NHS
- updates on new services being offered by the surgery
- feedback from patient surveys
- premises issues / suggestions / improvements
- information that is displayed within the practice
- the shaping of the new Practice Patient Leaflet
- the website and social media

The Friends of the Practice are currently looking at setting up an Art Group, all patients will be welcome to attend, more information to follow in the June newsletter.

PHARMACY FIRST

If you think you have one of the following you can now visit your local pharmacy who will diagnose and prescribe any medication that you might need:

- Sinusitis (for those aged 12 years and over)
- Sore throat (for those aged 5 years and over)
- Ear ache/infection (for children aged 1 to 17 years)
- Infected insect bite (for those aged 1 year and over)
- Impetigo (for those aged 1 year and over)
- Shingles (for adults aged 18 years and over)
- Uncomplicated urinary tract infections (in women aged 16 to 64 years)

You do not need to contact the practice, you can simply visit your local pharmacy.

UPDATES ABOUT THE PRACTICE

At Shelley Manor and Holdenhurst Medical Centre we are lucky to now have a range of clinicians offering emergency, on the day appointments including Advance Nurse Practitioners and Paramedics. These clinicians ensure that we can offer enhanced access to on the day appointments and ensure a prompt, high quality patient care.

You may have noticed some changes to our Practices, we have lost 3 consulting rooms at Holdenhurst Road, however we have converted two admin rooms into clinical rooms at Shelley Manor. These new rooms are on the third floor which can be accessed via the lift.

We are pleased to announce that we will soon be getting a new lift installed at Holdenhurst Road.



Armed Forces veteran friendly accredited GP practice



We are an Armed Forces veteran friendly accredited GP practice.

This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

If you are ex-forces, please let your GP know to help ensure you are getting the best possible care.

To find out more, ask your nurse or GP.





Call your GP practice
on your precious
lunch break

or

Just tap the App



NHS App

The NHS app enables you to:

- Have access to your healthcare records
- View test results
- Book certain types of appointments such as routine GP appointments, blood tests and flu vaccinations
- Order and track repeat prescriptions requests

Download the app now via the QR code or by visiting the App Store or Google Play store on your mobile phone or device.

BEC PRIMARY CARE NETWORK

Bournemouth East Collaborative Primary Care Network (PCN) has developed a new and exciting treatment centre to allow for improved access to primary care services to the 55,000 patients across the following practices, Beaufort Surgery, Littledown Surgery, Shelley Manor & Holdenhurst Medical Centre, and Southbourne Surgery.

When you call your GP practice in the morning or afternoon for a same day appointment, you may be offered an appointment at the new treatment centre to be seen by one of the multi-disciplinary healthcare professionals.

Our PCN Treatment Centre allows us to offer improved access to Primary Care services ensuring Patients receive great Patient Care. The Treatment Centre is open Monday–Thursday 08.00–20.00 Saturdays 09.00–17.00

Services include -

- GP and Physician Associate Appointments
- Advance Nurse Practitioner, Nurse Associate and HCA Appointments
- Respiratory Appointments
- First Contact Physio Appointments and joint injection clinics
- Smear Clinics
- NHS Health Checks
- Mental Health Services and Wellbeing coach appointments