

SHELLEY MANOR & HOLDENHURST MEDICAL CENTRE

PATIENT NEWSLETTER

ISSUE 5 | APRIL 2025



WELCOME

A warm welcome to our spring patient newsletter. This edition includes lot of information and reminders about the practice as well as tips to support your health and wellbeing.

As part of our commitment to increase our capacity to meet growing patient numbers and demand for appointments, we are pleased to welcome two new clinical staff to our team here at the Practice. Jo Davis, Healthcare Assistant, joined the team last month and GP Dr Emily Boulton will be joining the team later this month. Both Jo and Dr Boulton will work across both our Shelley Manor and Holdenhurst Practice sites.

A quick reminder that we're closed on Good Friday and Easter Monday (18th and 21st April) as well as Monday the 5th and Monday 26th May.

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

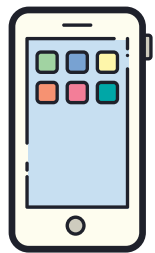
Booking Routine Appointments

We have changed the way routine appointments can be booked. Due to a high level of appointments being booked inappropriately and patients not turning up to their appointment, routine appointments can no longer be booked online via the NHS app or SystmOnline. Routine appointments can now only be booked by:

- Calling the practice (we advise not calling the practice at 8am when our phone lines are extremely busy if you calling about a non-urgent matter)
- Visiting the practice and speaking to a member of the reception team
- Submitting an e-consult (this can be done via our practice website)

Booking routine appointments in this way also enables our team to navigate you to the most appropriate clinician, this may not be a GP but may be one of our other experienced clinicians such as a First Contact Physiotherapist, Mental Health Practitioner or a Clinical Pharmacist or Pharmacy Technician.

Keep us up to date with your contact details



It is important that you keep us up to date with any changes to your contact details. This included any changes to:

- your home address
- preferred contact numbers
- email address

By having your correct mobile phone number on record we can send you updates and reminders regarding your care including information about flu / Covid clinics and reminders about any routine health checks and screening programmes that you are eligible for.

You said, we did

We are delighted that our most recent friends and family survey resulted in 93% of patients being happy with with service they received by the practice.

We review all feedback received and in response to recent feedback regarding our phone lines we have increased our call capacity from 16 to 20 people, this means that more people can get through to the call queue and select the call back option.

The call back function has proved very successful. Selecting the call back option holds your place in the queue without you needing to stay on the line. When you reach the 1st position in the queue you will receive a call back from a member of the team.

Over 40? You need to know your blood pressure



Around 1 in 4 adults in the UK have high blood pressure, but many don't know it. It can increase your risk of having a heart attack or stroke.

Knowing what your blood pressure numbers mean could save your life.

To find out how to get checked and manage your risk, visit nhs.uk/bloodpressure

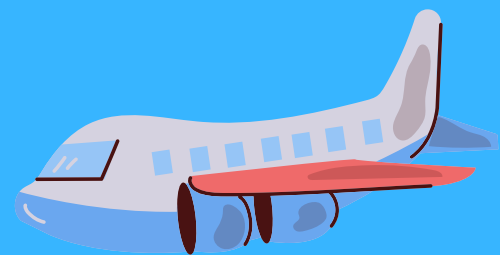
Your health matters

Help us help you

A reminder from our prescription team

With the holiday season fast approaching our prescription team would like to remind you that holiday medications should not be requested any sooner than 7 days before you are due to travel, any requests made in advance of this may be declined.

Don't forget that repeat medication requests can be made via the NHS app, SystemOnline or by completing the paper request form and dropping it into the practice.



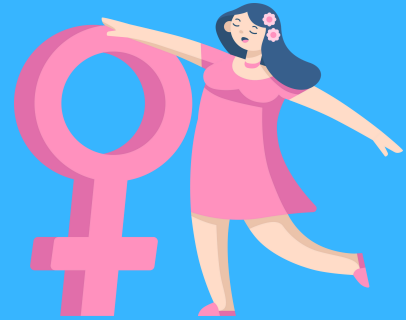
Menopause Group Consultations

The menopause is a natural part of ageing that usually occurs between 45 and 55 years of age, as a woman's oestrogen levels decline. In the UK, the average age for a woman to reach the menopause is 51. The perimenopausal stage normally lasts for a few years leading up to this.

You are thought to be “post-menopausal” when you have had a year since your last period. (But you are only able to know this if you are not on any hormones or contraception that may affect your periods).

Symptoms may include some or all of the below and can be intermittent initially:

- Hot flushes / Night sweats
- Anxiety
- Mood changes / Irritability / Tearfulness
- Forgetfulness / Poor sleep
- Brain fog
- Skin dryness/ crawling sensation
- Joint aches
- Poor or no libido / Vaginal dryness
- Urine infections / Urinary incontinence
- Hair loss



We regularly run group consultations to discuss menopause in more detail. This involves small groups of around 10 patients with a doctor and nurse. If you are interested in attending one of these, please register your interest with your practice via:

Shelley Manor: 01202 309421

Holdenhurst: 01202 587111

Email: SMH.MC@nhs.net

Patient Participation 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 experience of the surgery matters 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.

We are pleased to announce that we will soon be launching a virtual PPG group. We hope this will enable more patients to be part of this invaluable group. If you are interested in joining the virtual PPG please contact the practice.

Do more with the NHS App!



- Order repeat prescriptions
- Use NHS 111 online
- Find NHS services
- View your GP health record
- Book appointments
- Get reminders and messages

And much more...

You can also use these services by logging in through the NHS website

Need help?

Get support in the app or visit nhs.uk/helpmeapp



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Google Play and the Google Play logo are trademarks of Google LLC.

NHS App Digital Support

We are here to support you getting online and confident using the NHS app. We regularly run digital drop-in sessions at both of our practices and we can also offer 1-2-1 support. If you would like support getting set up and using the app please speak to a member of the team or contact the practice on:

Shelley Manor: 01202 309421

Holdenhurst: 01202 587111

Email: SMH.MC@nhs.net

Health Checks

If you are aged 40 - 74 and receive an invitation from us to receive a Health Check please say yes.

The NHS Health Check is specifically designed for people aged 40 to 74 because this is when the risk of developing conditions like heart disease, stroke, type 2 diabetes, kidney disease, and dementia starts to increase. The check helps spot early warning signs and supports people in making lifestyle changes to reduce their risk.

To find out more about NHS Health Checks please visit:

<https://www.nhs.uk/conditions/nhs-health-check/>

