

March 2024
CQC Inspection
GOOD

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Foreword

Dr. France – GP Partner and GP Lead

A thank you to our patients from Dr France, Julie and all of our staff team.

We would like to thank all of our patients for their continued support, patience and respect that you have shown to us over the last period. We know that winter pressures and challenge do hit all of us as and we strive to provide you all with the best care that we possibly can.

We do hope that moving forward into the spring you will all continue to understand our challenges and Respectfully allow us to continue to engage with you all to create the care that is most appropriate for you all.

It is a pleasure to provide a few updates of how our team continues to support our patients.

In the lead to International Women's Day...

We had our menopause expert Dr Jones giving a presentation on menopause at the Oldham Greenhill Community Centre. Dr Jones discussed the symptoms and treatments available. Menopause happens to all women and the symptoms can be debilitating.

If you feel you may be struggling, please contact the surgery and we will book you an apt with Dr Jones.



Patient access...

Over the past few months, the team have implemented a great telephone system. This has enabled us to respond and direct calls to the most appropriate professional...

Please do not forget the access routes that are available to you and may be more appropriate than contacting our GP service...these are:



Your local pharmacy should be your first port of call, and your Primary Choice, for healthcare advice and treatment for minor illness such as:

- **SINUSITIS:** (adults and children aged 12 years and over)
- **SORE THROAT:** (adults and children aged 5 years and over)
- **EARACHE:** (children aged 1 year to 17 years)
- **INFECTED INSECT BITE:** (adults and children aged 1 year and over)
- **IMPETIGO:** (adults and children aged 1 year and over)
- **SHINGLES:** (adults aged 18 years and over)
- **URINARY TRACT INFECTION:** (women, aged 16 to 64)
- **BP: HIGH BP CAN HAVE NO SYMPTOMS...KNOW YOUR NUMBERS**

Online Access

Our Online Access is a NON-URGENT line for patients >5yrs ONLY and is responded to within 48hrs.

Extended Access appointments

When you make an appointment, you may be offered an extended access appointment at evenings and a weekend.

These are held face-to-face from the Ground Floor at the Integrated Care Centre.

Nurse and Health Care Assistant Appointments

You can book an appointment with Wendy our Practice Nurse for a cervical smear by calling our reception or booking an appointment via the NHS APP

You are entitled to a free NHS health check if you are over 40, have no other significant health issues and have not had a health check in the last 5 years. This can be booked with Kiran, our Senior Health Care Assistant by calling our reception

Prescriptions

Our prescription line is open from 10.30- 13.30 Monday – Friday. **PLEASE ALLOW UP TO 72 HOURS TO PROCESS YOUR PRESCRIPTION SO PLEASE ALLOW PLENTY OF TIME WHEN ORDERING**

RECENT CASES OF MEASLES IN GREATER MANCHESTER

We would like to make all parents aware of recent cases of measles in Greater Manchester. Children can be vaccinated against measles from the age of 12 months. Without vaccination there is a risk of your child catching measles which can lead to pneumonia, meningitis, seizures and blindness.

Please contact the surgery to book in with our lovely nurse Wendy if your child is due their immunisations.

Working with our communities to serve our community

Healthier lifestyles

Health Coach: Helps people who wish to lose weight and become more active or have a healthier lifestyle. You can contact the practice, and they will be happy to assist you.

Musculoskeletal (MSK): Ross helps patients with issues such as back pain, sciatica, muscular pain. This is available with Ross, after a GP has triaged your request.

Menopause: If you are experiencing any menopause related issues, please contact the practice to speak to our GP with special interest in menopause – Dr Jones


Cancer Co Ordinator: Aleya is a new and so welcomed addition Her role is to provide dedicated support to patients, ensuring they receive timely and personalised care throughout their cancer journey

Focused Care Practitioner: Carey helps people with practical advice on matters such as housing and benefits, finding local support services and supporting those who are lonely or bereaved.

Making a difference... Our Practice Manager Rachel and our Focused Care Practitioner Carey celebrating one of our patient's birthday's.







Log in to your NHS account online



- 🔗 Order repeat prescriptions
- 👁 See your health information
- 📋 Access health advice
- 📘 And much more...

www.nhs.uk/nhs-app/account



Introduction

Julie Wooton--- Managing Partner

I am thrilled to announce that in January of this year we launched our new Community Case Management Partnership with Action Together. This is an excellent collaboration and much needed in our community. I have provided a little more detail below.

As always, we would welcome hearing from you on how together we can design the service that suits our patients needs. I am available at the Practice most Wednesdays between 12-1pm if anyone would like to drop in a speak to me - you are more than welcome.

Please contact our communications team and they will arrange this for you. They can be contacted on gmicb-old.p85007@nhs.net



Our Community Clinic Partnership Delivered in collaboration with Action Together

A holistic model of care delivered in collaboration with Action Together, Oldham Family Practice and the Community We Serve

Our model is simple, we have moved some of our general practice team into the community with our Action Together colleagues

This allows us to spend more time to better listen to individual's lifestyle and wellbeing needs

Often life's issues if not dealt with does have an impact on physical health, if we can with our colleagues support our patients in the information and skills required to look after themselves

We do hope this will have a positive impact what a healthy lifestyle means to individuals personally and how to achieve and maintain this



12th March 2025 is National No Smoking Day!

Thinking about quitting but not sure where to start? No Smoking Day is the perfect opportunity to take that first step towards a healthier, smoke-free life.

Quitting isn't easy, but you don't have to do it alone. There's plenty of support available to help you succeed. Start thinking about your 'why' and get ready to take the leap!

Don't forget:

- ♥ Your Health Oldham's service is completely FREE, including NRT
- ♥ With the right support, you're 3x more likely to quit successfully!

If you have been thinking about quitting but need some more guidance, contact Your Health Oldham today.

<https://www.yourhealtholdham.co.uk/sign-up/>



Our Patient Participation Group.....***YOUR VOICE MATTERS!***



RECRUITING NOW

Time to have YOUR say on YOUR GP

Join your Patient Participation Group (PPG) at your GP Surgery and
have your say on the future of the service

Our Upcoming Educational Events 2025
Greenhill Community Centre Oldham

April: Heart Health Matters

May: NHS App

June: Supporting Children and Families

September: Men's Mental Health

October: Chronic Kidney Disease

November: Cancer Awareness

Heart Health Matters

*Join our Cardiovascular
information session*

Thursday 24th April 2025
12pm - 1.30pm

Oldham Greenhill CSRC, Havelock Street, Oldham, OL8 1JR
07523955792



Learn how to keep your heart healthy, prevent cardiovascular diseases and take action to improve your well-being. Whether you're at risk or want to stay informed, this session is for you!



And finally.....please be kind to our staff, we are here to help you.

