

# **SHELLEY MANOR & HOLDENHURST MEDICAL CENTRE**

## **PATIENT NEWSLETTER**

ISSUE 2 | JUNE 2024



## **WELCOME**

Welcome to the second edition of our Practice patient newsletter. I am pleased to include information about the launch of Sleepstation services which are now available for our patients to access free of charge, you can either be referred by your clinician or you can self-referral. Sleepstation offer individualised support to patients who are experiencing difficulties with sleep. Find out more on page 2.

You will also find updates around how to order your repeat prescriptions, current opening hours and information about practice and local events.

Have you ever thought about becoming a member of our patient participation group? Please read page 4 to find out more.

## **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](mailto:smh.mc@nhs.net)

 [shelleymanorsurgery.co.uk](http://shelleymanorsurgery.co.uk)

 [www.facebook.com/SMHMedicalCentre](http://www.facebook.com/SMHMedicalCentre)

## When we sleep better, we live better

Expert advice and support for sleep problems.  
No waiting lists. Free to access.

Ask your GP about Sleepstation or **scan the QR code**  
to start your journey towards better sleep.



Sleepstation  
CBTi therapy  
Private access: £295  
NHS access:  
**Free!**



**NHS**  
Providing NHS services  
**Sleepstation**

## PARK RUN PRACTICE

We are proud to be a parkrun practice.

This helps us improve the health and wellbeing of practice staff and patients.

Why not give your local parkrun a try?

- Everyone is welcome – whether you walk, jog, run or volunteer.
- Free 5k events every Saturday morning in venues around the Bournemouth area and free 2k junior parkruns every Sunday.
- Open to all regardless of health conditions, inactivity, disabilities or age.

To find out more about parkrun events  
in Bournemouth visit:  
[www.parkrun.org.uk](http://www.parkrun.org.uk)

## Menopause Group Consultation – 24th July 2024, 2.30 pm

Following the success of the first two group menopause consultation sessions, we are pleased to have another date available for patients to attend – Wednesday 24th July 2024, 2.30–3.30 pm at Shelley Manor.

This in depth, multidisciplinary session provides information about the menopause, alongside peer support from others experiencing similar symptoms. Medication related to the menopause can also be prescribed, if appropriate.

Please contact the practice to book a place. Places are limited so early booking is advised.

Let's talk  
about  
*menopause*





## #HelpYourNHS

**Prescriptions for 35 minor conditions are no longer available in Dorset.**

This includes coughs, colds, mild hay fever and indigestion.

**Please visit your pharmacy or supermarket instead.**

[nhsdorset.nhs.uk/helpleaf](https://nhs.uk/nhsdorset/helpleaf)



## DID NOT ATTEND RATES

We are very grateful to those patients who take the time to cancel any unwanted appointments that they have booked at the practice.

On average 6% of appointments and around 200 clinical hours are wasted every month by patients not attending their appointments.

Cancelling unwanted appointments enables another patient to benefit from this appointment and in turn, reduces waiting times.

You can cancel any unwanted appointments in the following ways:

- Via the NHS app, SystemOnline or the Airmid app
- By calling the practice
- By visiting the practice and speaking to a member of the team

# 6%

OF PATIENTS  
DID NOT ATTEND  
THEIR  
APPOINTMENT IN  
THE LAST MONTH



Call your GP practice  
on your precious  
lunch break

**or**

Just tap the App



## Ordering Repeat Prescriptions

We have made some changes to the way that you can order your repeat prescriptions. These can now be ordered in the following ways:

- Via the NHS app, SystmOnline or Airmid app
- Through completing the paper request form and returning this to the Practice

Please note that pharmacies can no longer process repeat prescriptions requests on behalf of patients, except in very specific circumstances.

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

## 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 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](mailto: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

