



# Mann Cottage Matters

## Dr Hywel Furn Davies

I hope everyone is enjoying the amazing unseasonal weather. Sadly though nobody has told our activity levels that it is the summer! At present we are flat out in winter pressures still. Add this to the fact our Practice numbers are increasing significantly—it is very busy indeed—so please bear with us if you not getting appointments as quickly as you would like. We are adding more doctor clinics so you may have come across our two new doctors: Dr Angela Alcock and Dr Alison Macrae.

We appreciate the importance of patients being able to make contact with Doctors so, as well as face-to-face consultations and telephone calls, we are introducing a new Practice website which hopefully will allow patients more online interaction. For instance:

- \* make/cancel a GP appointment
- \* request a repeat prescription and ask a question on medications that you take
- \* ask Reception or Dispensary a question online
- \* get help and advice on minor illnesses/injuries
- \* request a sick note
- \* advise us of changes to your personal details—i.e. address/phone numbers/name
- \* check on the status of a referral made by your GP
- \* submit a travel vaccination query form
- \* find lots of health related information in our Wellbeing Centre and Health Review Room

and lots of other things. The launch date will be widely advertised so please watch this space!

We are also looking at ways in which patients can find it easier to reorder their prescriptions and, if all goes to plan, there will be some changes around this over the next couple months.

Finally, I would like to say a huge congratulations to Dr Cathy Bobrow and her amazing achievement in not only running the London Marathon, but also raising over £10,000 for Dogs For Good. Very impressive!!



## SystemOnline—what is this?

SystemOnline is available to patients registered at our Practice. This allows you to do the following at a time convenient to you:

- manage appointments
- view/request repeat prescriptions
- view a summary of your patient record
- add/change contact details

To sign up for this service, and for further details, please speak to Reception. You can do this by phone but you will need to come into the Practice to collect your user name and password. Please note you may be asked for proof of identity.

## **SHE DID IT!! DR CATHY BOBROW COMPLETED THE LONDON MARATHON!!**

An amazing achievement! Dr Bobrow has raised £10,000 for Dogs for Good thanks to the support of her family, friends, colleagues and patients. She is extremely grateful to everyone for the generosity shown for her fundraising.

Well done, we are all very proud of you!

A photo taken with her children after her gruelling 26.2 mile run.



## HEADLINE NEWS:

**WALKING FOR HEALTH IS COMING TO THE NORTH COTSWOLDS ....!**

**SEE PAGE 2 FOR DETAILS**



## WALKING FOR HEALTH!



As you may be aware, we successfully started a small walking group from the Surgery during the summer months last year and now the better weather is coming we are keen to resurrect this. We have joined with the organisation “Walking For Health” in order to start up a scheme in the North Cotswolds, using our Surgery as start and finish point and arranging walks around the local area, to suit all ages and abilities.

We are being supported by Walking for Health and for our part we need to recruit volunteers to train as Walk Leaders— and this is where we need you! There is a free one-day training session hosted by our local Walking for Health representative Sarah who will take you through the requirements of being a Walk Leader—don’t worry, this is not too onerous a task, it is simply to be available to guide the walk, make sure

everyone is ok and of course to enjoy the walk too!

If you would like to take part in this training please do contact me at the Surgery on 01608 650764 or email me on [moreton.doctors@nhs.net](mailto:moreton.doctors@nhs.net) and I will pass your details to Sarah.

We do feel this is an excellent way of bringing our community together and to help those who may feel a little isolated at times—it is also excellent exercise as your GP and Nurse will tell you! You can find out more about Walking for Health on their website: [www.walkingforhealth.org.uk](http://www.walkingforhealth.org.uk). They are also on Facebook and Twitter @healthywalks.

Many thanks for your support. Let’s enjoy the good weather and our lovely Moreton in Marsh area!

Angela

Practice Administrator

### EVENING TALKS

Our most recent Evening Talk was given by the Alzheimer’s Society and our Community Dementia Nurse. We had a full room of patients and their family/friends. The feedback received was extremely positive; lots of information given about what support is available locally for both patients and their carers and what the impact of dementia has on families.



Our next event will focus on healthy living and how to improve your overall wellbeing and lifestyle—please look out for details of this.

We would welcome suggestions for future events. Please speak to our Reception team.

### FROM YOUR RECEPTION TEAM

#### WELCOME TO KAREN:

We are delighted to welcome Karen who has recently joined our Reception Team. She is currently undergoing all her training and is quickly becoming another valued member of Mann Cottage Surgery.



#### FEEDBACK:

As a result of some very positive feedback from our NHS Friends and Family test we have added information for those patients using the SystemOnline service on any changes to our Surgery opening times; for instance Protected Learning Time. Thank you to those who have commented on our services, both positive and constructive. Your feedback is very important to us so please do let us have your thoughts. Forms are available from Reception or via our website.

## Friends of Mann Cottage Surgery

### Who are we & what are our Aims and Objectives?

The 'Friends' were founded approximately 18 years ago as a registered Charity and seek to raise funds which go directly towards providing additional facilities and equipment to benefit patients of Mann Cottage Surgery.

### In what way does this benefit patients?

Over the years the 'Friends' have raised and spent many thousands of pounds which have used to support the level of care and service which the Doctors and staff are able to provide.

Recent examples have been the purchase of equipment that enables and provides immediate blood tests results, Heart Rate Monitors, Pulse Oximeters, Mini Pulse Rechargeables, (mostly for children), and diagnostic equipment for ear and eye examination.

### Did you know?

Because the NHS is under constant pressure, it can only provide a very **basic** level of equipment. Items such as these therefore deliver real and immediate benefits to the patients, **over and above** what the NHS can and is able to provide.

### Why have I not heard of them before?

Over recent years, lack of committee support has meant the 'Friends' have not been able to be as active as they would have liked. However, (as Dr Davies wrote recently), following a revamp we now have a new and invigorated committee, enthusiastic about raising the 'Friends' profile and raising funds to provide equipment and facilities that will directly benefit all patients, young and old.

### How can I support them?

We will shortly be running some events to raise funds for further equipment, specifically for further blood testing equipment, which is expected to cost approximately £2,500.

Why not come along to our **Quiz Night** at The Black Bear in Moreton on 24th June at 7:00

### **YOUR FRIENDS OF MANN COTTAGE SURGERY NEED YOU!**

Ian Gowanloch, Chairman,

Friends of Mann Cottage Surgery

## **MAGGIES**

Maggies is a specialist cancer unit in Cheltenham that offers free practical, emotional and social support for people living with cancer and their family and friends. They are happy to answer questions, fears or concerns that patients may have independently of their treatment. They offer a drop-in centre on the 2nd Saturday of each month from 10:00am-4:00pm. Please contact Samantha Richards—01242 250611 for more information or visit their website: [www.maggiescentres.org](http://www.maggiescentres.org). They are also on Facebook and Twitter.

**A new baby!** Dr Charlotte Hanan who has been our Registrar GP for the past year, has recently given birth to a beautiful, healthy baby daughter who they have named Esma.

We are delighted with the news and look forward to a visit for a cuddle very soon! Congratulations to Charlotte and her husband Peter on their new arrival.



## A NOTE FROM JEANETTE—DISPENSARY:

Here at Mann Cottage Dispensary we try really hard to get you the medicines your need; however we sometimes (like many other pharmacies) experience difficulties in sourcing particular medicines. Here are just a few of the possible reasons that we may be unable to fulfil an item in your monthly prescription:

- \* Number of patients supplied a medicine increases, therefore creating a shortfall
- \* A manufacturer suffers problems in making a medicine i.e. sourcing the raw ingredients
- \* Manufacturers restrict the amount we can order, this is known as a 'quota'

Pharmacies and Dispensing GP Surgeries dispensaries are working with the Government to help resolve this situation. This includes liaising with GPs to find alternatives, many phone calls to suppliers, including sourcing a medicine from another pharmacy and more.

There are just a few things our patients can do to help by ordering repeat medication in plenty of time, but no more than 7 days before it is due;

- \* check on stock in your cupboard at home
- \* only order what you require (always look at expiry dates before using)
- \* Request removal of items from repeat medication lists that are no longer used.

**We know how important getting your medicines is and we strive to offer the best service we can in the timescale provided. Patient numbers are increasing by the day adding extra work load to us and our local pharmacy so we apologise if you cannot get your repeat medication sooner than the 48 hours we request and 72 hours for the pharmacy (working hours not including bank holidays and weekends).**



### Mann Cottage Surgery

Four Shires Medical Centre  
Stow Road  
Moreton-in-Marsh  
Gloucestershire GL56 0DS

Call the surgery on: **01608  
650764**

Out of Hours: 111

**CQC Registered**

Guide Dog Friendly

## MANN COTTAGE SURGERY

### How we use your information

We collect and hold data about you for the purpose of providing safe and effective healthcare

Your information may be shared with our partner organisations to audit services and help provide you with better care

Information sharing is subject to strict agreements on how it is used

We will only share your information outside of our partner organisations with your consent\*

If you are happy with how we use your information you do not need to do anything

If you do not want your information to be used for any purpose beyond providing your care please let us know so we can code your record appropriately

You can object to sharing information with other health care providers but if this limits your treatment options we will tell you

Our guiding principle is that we are holding your information in the strictest confidence

For more information about who are our partner organisations and how your data is used please see the privacy notice on our website or ask at Reception.

*\*Unless the health & safety of others is at risk, the law requires it or it is required to carry out a statutory function*