

WELCOME TO MONARCH MEDICAL CENTRES’

SPRING/SUMMER 2020 NEWS LETTER

**We hope this 1st edition of our Newsletter finds you in good health and that we can work together to keep you that way. For those unfortunate to have long term conditions we hope that we can help you manage those conditions so that you can enjoy the spring and summer in all its glory for many years to come.**

**This Newsletter is a first for Monarch MC and we will be featuring news and information about the practice and our plans to deliver services. We are already collaborating with the Bury Primary Care Network and Neighbourhood to help to improve services in our area.**

**The NHS Long Term Plan promotes working at Neighbourhood level to meet the needs of local patients and to encourage self help and support services including the voluntary sector to play a bigger role.**

**We now have a new look web page check it out;**

<https://www.monarchmc.nhs.uk/>

**So it remains to say keep safe in these troubled times, STAY HOME and we hope that this Spring and Summer will see you empowered to manage your health.**

**Monarch Medical Centre Newsletter**

**Hi All**

**Welcome to our Spring/Summer edition of the Newsletter. I wish it was in better times but the sun is shining, the birds are singing and spring is in the air at last.**

**As you may know Shirley Candler who was the practice manager here at Monarch MC for many years has retired and we wish her a long and happy retirement.**

**I have now been in post for approx. 6 months and I am enjoying the practice immensely. I am loving meeting and talking to all the patients. The staff here are amazing and I think myself very lucky to have the team I have supporting me.**

**I started working for the NHS in 1996 when I was but a slip of a girl (haha). Gradually I have worked through nearly every position that a GP practice has to offer. I have seen the ups and downs of practice life and I am still here. I love our NHS and the love and dedication from the cleaners to the GP’s, it is extraordinary and possibly not seen in any other organisation (but then I am biased).**

**I would like to thank each of you for doing your bit to help the NHS cope with this horrendous virus, which has been disrupting each and every one of our lives for the past few months or so. You are doing so well staying in and only going out if absolutely necessary and by doing this you are protecting my colleagues, doctors, nurses, admin staff and all the key workers, so they can help and treat those that have become very ill through this virus.**

**I know that a few patients are waiting for isolation letters. Only if you are extremely vulnerable will you receive this. NHS England has tasked the GP system operators to develop searches that will indicate which patients will be included. This is taking longer than they anticipated so please be patient we know the urgency and will get them out as soon as we can.**

**To find out more information on the virus please go to the following web pages;**

If you feel you may have symptoms <https://111.nhs.uk/covid-19/>

Patient who may be in the higher risk category <https://www.nhs.uk/conditions/coronavirus-covid-19/>

It just remains for me to say stay safe, look after yourselves and your family and with luck on our side the lock down will end sooner rather than later.

Kindest Regards

Louise Greenhalgh Practice Manager, Monarch Medical Centre

**Monarch Medical Centre Newsletter**

**House Keeping**

Due to the Coronavirus outbreak the surgery are no longer seeing face to face patients for none urgent symptoms.

1. **If you need advice** regarding your illness (none Covid symptoms if you fell it may be Covid related please ref to 111 web page) please ring the surgery and give the details to the receptionist, a clinician will ring you back. If you need to be seen an appointment will be made for that afternoon.
2. **When attending surgery** we ask that you wear a face mask or some sort of face covering throughout your consultation this is to keep everyone attending the surgery safe. Do not be concerned when you see your doctor or nurse, they will be in full PPE (personal protection equipment), and this will include face mask, face shield, gloves and apron.
3. **Childhood vaccines** are still being done at the practice. If you child is due an immunisation please ring the practice and a telephone triage will be arrange. If you are all free of Covid-19 symptoms an appointment will be arranged.

**NB** **We are only allowing the child who is to be vaccinated and one parent/guardian to come onto the surgery premises.**

1. **Injections** -If you require an injection that is related to your condition that the practice would normally give please ring the surgery and a clinician will ring you back. An appropriate appointment time will be given if needed.
2. **Smears** – If your smear recall is every 3/6/12 months or you have been asked to have this done earlier than your normal recall, please ring the surgery to make an appointment. A clinician will ring you back to arrange an appropriate appointment if needed.
3. **Prescriptions** - All prescriptions are being changed to Electronic prescriptions. This means that once a prescription has been produced it will be electronically sent to a pharmacist to be dispensed. If you have not got a nominated pharmacist we are directing them to the Radcliffe Pharmacist across the road from the surgery. If you wish to change this you can just ring your chosen chemist and ask them to be your nominated pharmacist and they will do the rest.

**Monarch Medical Centre Newsletter**

Staff News

Nurse Claire has now left the practice. She came to the practice just over a year ago and has been a structural member of our team. She will be missed immensely by staff and patients alike.

We will be sorry to see her go and wish her well in all her future endeavours.

Due to family demands Shanthi Baskar has also decided to leave our little surgery. She has tirelessly worked behind the scenes in administration. Again she will be missed, her families gain is our loss and we wish her well.

On a positive note, we would like to welcome our new Practice Nurse, Ruth Connick to the practice. She is an experienced nurse with over 20 years in the NHS and we are very happy that she has decided to join us. She has hit the ground running and is holding clinics on Tuesdays and Wednesdays 8.00am – 6.30pm.