



# SPCT Practices Patient Newsletter

## September 2020

### Welcome

Dear Patients, welcome to this first edition of the patient newsletter. We will endeavour to do this monthly to keep you updated with information about the practices and developments and highlight a few key things during this time of rapid change within the practices. As a patient of SPCT you may or may not be aware of the fact that we run our service from 3 main sites:

Little Hulton  
Eccles Gateway  
Willow Tree healthy living centre

Team Leader: Yasina Udin  
Team Leader: Julie Jackson  
Team Leader: Dawn Junk

Clinical Lead: Dr. Morais  
Clinical Lead: Dr. Ghangrekar  
Clinical Lead: Dr. Forster

It is possible you will be contacted by a clinician from any of these sites. We have a variety of clinicians you may have contact from and our reception staff will try to ensure you are put through to speak to the most relevant individual, as this is not always necessarily a GP or ANP.

### General updates:

**Care Navigation:** your reception team have been undergoing extensive care navigation training. Care navigation enables the reception staff to help you in the best possible way. They are now able to help you arrange physiotherapy directly, see a midwife, speak to joint and muscle specialist within a couple of days, or speak to a counsellor without having to wait for a routine GP or ANP appointment. To aid this, the reception staff will ask for brief details of the problem. This is not so they can talk about your conditions, but so they can make sure they put you through to the most appropriate person. Within SPCT we have Drs with different specialities including diabetes and dermatology, we have a pharmacy team who can discuss issues with medication, we have a full nursing team including HCAs and we also have a wealth of external services we can connect you with to get the help you need. The staff going forward now will ask you for a brief description of the problem, please help them to help you.

**SPCT Flu clinics:** Flu season is almost upon us. With the COVID regulations affecting us still, we will not be having drop in clinics this year. We will contact you by phone or letter to arrange booking your flu vaccination or those of your child. You don't have to contact us.

**Attending SPCT Practices:** We have remained open throughout COVID; however, our receptions have had to remain closed as per NHS England advice. If you require help or assistance please contact the surgery on 0161-983-0600 or use our fantastic new website [www.spctpractices.co.uk](http://www.spctpractices.co.uk). On our new website you can leave a message for a clinician, including doctors and nurses, update your registration details, request medication, or have an online consultation. There is no queue for this and we will have a response to you within 48 hours. So beat the queue and use the webpage.

If you are invited to attend the surgery please wear a face mask, and you will be asked to sanitise your hands on entering the building.

### COVID

Please check the latest covid guidance here:

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

If you have symptoms of fever, cough, loss of taste or smell, and shortness of breath, or a combination of any of these please call 119 to arrange a test, including for your children. You need to self-isolate for 10 days if you have symptoms and for 14 days if you live with someone who has symptoms. The local guidance around gatherings etc are changing frequently so please use the above link to keep up to date.

If travelling abroad please check the guidance on self-isolation rules for your destination. If you require travel vaccinations please be aware we are currently unable to offer these due to the high demand on our nurses appointments with the new COVID restrictions we have had to put in place for everyone's safety.

### **Patient Participation Group**

If you want to be kept informed more of what happens in your practice. Have you considered joining the patient participation group (PPG)? If you are interested in this please contact the team leader at your relevant site.

### **New staff members**

We are excited to welcome new staff members.

Dr. Sadiq – Little Hulton GP  
Dr. Hennessy – Little Hulton GP  
Kim Winstanley – Little Hulton and Eccles Practice Nurse  
Debra Woods Nurse Practitioner – Little Hulton

We have also had staff relocate within the services:

Alex Lincoln ANP – No longer works at LH but works at Willow tree  
Olinda Ivory HCA – Will work at both Little Hulton and Willow Tree  
Rebecca Greenhalgh HCA – Will work at both Little Hulton and Eccles

**The Leadership Team**