








Practice News

Summer 2022



Practice activity in June

-  19,100 patients
-  8,592 calls received
-  2,691 online consultations received
-  2,368 routine GP appointments (72% face to face)
-  908 blood tests
-  1,004 nurse appointments
-  285 missed appointments (DNAs)

Flu clinics

Our first flu clinic will be held on Saturday 1st October – you can book online now via the NHS app or Patient Access. In the first instance we will be vaccinating patients that are 65 years old and over, those that are pregnant, health and social care staff and those at high risk. Over 50s will be offered a vaccine later in the year. Full details are on our website.



Autumn COVID booster programme

We are planning to offer eligible patients the COVID vaccination at the same time as we vaccinate against flu, although this will depend on vaccine delivery schedules. We will release further details on our website as timings are confirmed.

Advice: Hayfever

Hay Fever season is here and we know many of you will be struggling with the symptoms that this can cause.

In line with current NHS policy we would encourage you to speak to your local community pharmacist first. There are many very effective treatments for Hay Fever available to purchase including Fexofenadine.

Often combining treatments like a tablet, a nasal spray and eye drops can provide better symptom control. If you have tried the combination of antihistamine plus nasal spray and eye drops continuously for 4 weeks and you are still struggling with your symptoms please contact the surgery to speak to a clinician.

Triage system

We now operate a triage system to manage patient calls and requests. It has proven to be very effective in dealing with the exceptionally high volume of patient requests we receive every day. Our routine wait for a GP has gone from at least 2 weeks to 5 working days on average.

The system is designed to make sure we direct patients to the most appropriate person within our team, within the correct time scale. You can submit requests for appointments via our online consultation forms or by calling reception.

Your request will then be triaged by a GP and you will either be contacted with details of an appointment, sent information about how to manage your problem, or you will be asked for further information.

To submit a query online go to:
www.manorsurgeryoxford.co.uk/consulting-room

Our team

We've recently welcomed the following members of staff to our team:

- James Riley, Health & Wellbeing Coach
- Steph West, Paramedic Practitioner
- Michelle Morbey, Social Prescriber

Dr Mo Homayed has been with us for the last year as a trainee and we're delighted that he will be staying on at the practice as a salaried GP. We're also looking forward to welcoming back Dr James from maternity leave at the beginning of August.

We're very sad to announce that Dr Bashir will be leaving the Practice at the end of September. Dr Bashir first joined as a trainee 10 years ago and became a Partner in 2015. He has made an enormous contribution to the practice over the last 10 years. We will miss him very much and wish him all the best for the future.



Job vacancies

We are currently recruiting for GPs, a pharmacy technician, physiotherapist, care coordinator, administrator and receptionist. If you would like to join our team go to the vacancies page on our website for further details.

Advice: Staying healthy in hot weather

When the outside temperature becomes too hot for too long, it can cause a number of health risks. The NHS has provided some useful suggestions to help yourself and others stay safe and hydrated during a heatwave.

- Stay cool indoors - close your curtains during the entire day. You can open them at night when it's cooler
- Drink plenty of fluids and avoiding excess alcohol.
- Look out for those who may struggle to keep themselves cool and hydrated.
- Do not leave anyone in a closed, parked vehicle; especially infants, young children or animals.
- Stay out of the sun between 11am to 3pm.
- Walk in the shade, applying sunscreen regularly and wear a wide brimmed hat outside.
- Make sure you know the signs of heatstroke (for adults and children)

Staff spotlight: Sam Bourgein



Sam Bourgein is our First Contact Physiotherapist. He helps patients with musculoskeletal issues such as back, neck and joint pain. Sam may prescribe a programme of exercises, refer for blood tests or X-ray, administer steroid injections, or refer a patient to an appropriate secondary health service e.g. rheumatology or orthopaedics.

**Upcoming Bank Holidays
(Practice Closed)
Monday 29th August**

Patient survey

Currently we offer routine appointments from 8am-7pm Monday-Friday. From 1st October we will need to provide 18 hours of appointments each week outside of normal opening hours (8am-6.30pm). We would welcome your views on this - to take part in the survey go to:

www.surveymonkey.co.uk/r/manorsurgery



Booking appointments online

Did you know that you can book the following appointments online via the NHS app or Patient Access?

- Flu vaccines
- Smear tests
- Blood tests (if requested by a clinician)

Repeat Prescriptions

Order your repeat prescriptions online 24/7 with the NHS App or Patient Access



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