



Mann Cottage Surgery

Patient News

WELCOME!

We have been a bit naughty and released two newsletters in December! We just have too much news to share 😊 Please expect one a month in 2025.

You may or may not know that Mann Cottage Surgery is part of the North Cotswolds Primary Care Network (PCN). The PCN consists of us, Whitehouse Surgery, Chipping Campden Surgery, Stow Surgery and Cotswold Medical Practice. As part of this network, we are able to book appointments with shared specialist clinics such as a First Contact Physio, Primary Care Mental Health, Women's Health and Minor Surgery.

Primary Care Network – Frailty Task Force

The PCN team has been developing a team of skilled individuals to help support our frail and elderly patients in our community. In August 2021 the Community Matrons had a waiting list of 24 patients, so the primary care network team started to evaluate how they could improve access and support the community team to help more patients. A new referral pathway to the Moreton based Frailty Task force was set up and the surgeries started to refer more patients for support. This has now led to a well-managed community caseload of 190 patients as of 22/11/2024!

Weekly meetings are held between a multi-disciplinary team consisting of Care Co-ordinators, Wellbeing Coaches, Community Matrons, Clinical Pharmacists, and a Consultant Geriatrician.

This MDT approach is providing holistic care for Frail patients in our community with multiple and complex needs. We are very proud to be trail blazing with this new model as other PCNs across Gloucester are now being advised to set up similar working processes. Well done Team North Cots!

THINK Pharmacy First

Did you know you can visit your local community pharmacy for help if you have certain conditions?



Think pharmacy first

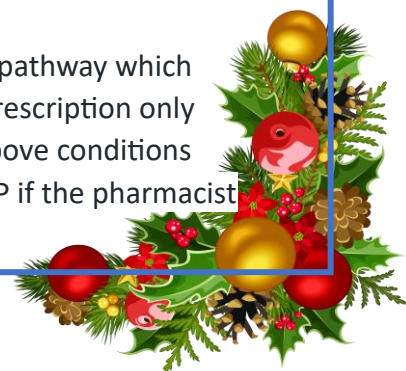
Subject to age eligibility, including 1-17 years old for earache prescription medicines. Service available at majority of pharmacies.

See your pharmacist

Help us help you

Condition	Age eligibility
UTI	16-64 years
Sinusitis	12 years and over
Earache	1-17 years
Sore throat	5 years and over
Shingles	18 years and over
Impetigo	1 year and over
Infected Insect Bite	1 year and over

For the 7 common conditions listed here, pharmacists will follow a robust clinical pathway which includes self-care and safety-netting advice and, only if appropriate, a supply of prescription only medicines without the need to visit a GP. If you ever need help with any of the above conditions please do consider visiting the Pharmacy FIRST. You will be advised to visit your GP if the pharmacist cannot help.



Just a reminder to **THINK CARE!**

Condition	The Receptionist will ask you a few questions regarding the problem you are calling about.
Assessment	The Receptionist will need your help to assess the timeframe in which you will need to be seen for a safe outcome.
Referral	The Receptionist with your help, will decide which healthcare professional you need to see.
Examination	The Receptionist will book your appointment with the most appropriate clinician for your problem.



Focus on
Kris
Practice Manager

“Hello! I have not met many of our patients since I joined Mann Cottage as Practice Manager in July 2023. So thought I should introduce myself. I have worked within primary care for 10 years, starting as a call handler for the 111 service. I am from Bicester; Oxfordshire originally, and now live near to Chipping Norton. I am slowly getting to know the local area of beautiful Moreton. I am looking forward to 2025 with a few new challenges including establishing a new patient participation group and starting an orchard, vegetable garden and wild meadow on site for staff and patients to enjoy”.



An invitation from
Lukas
Systems Manager

“Did you know you can access your test results, order medication, and more, via online platforms such as

- NHS app
- Airmid app and
- Systmonline website

If you have a smart phone or device and would like to be set up with online access, please come to the surgery on a Monday, at any time, or a Thursday morning, or phone in to speak to me and I will help get you connected!”

WE WANT



YOU

NEW Patient Participation Group (PPG)

It is important to us to consult with our patients to develop services and maintain our standards of care. If you have ideas to help the surgery to be the best it can be, why not consider joining our Patient Participation Group (PPG)?

In the new year we will be sending a text message to all patients that we hold a mobile number for. It will explain what the PPG is and what would be expected of you if you were to join. Should you be interested in joining the PPG, you will be able to complete a survey that will ask you a little bit about you and your thoughts about joining this patient led group. Once we have reviewed responses from all patients that are interested, we will look to select a group of around 10 patients to form the ‘core’ PPG. We hope this will result in a small and keen team of varying ages and backgrounds so we can gain relevant and diverse feedback in the future. Paper copies of the survey will also be available at reception for those that we cannot contact via mobile.

Next month – Clinical Pharmacy- what is it?/ ‘Focus on’ MC team member/ Sustainability in primary care.

MERRY CHRISTMAS and a Happy and Prosperous New Year from TEAM MANN COTTAGE.