

Patient News

If you want to hear about what is going on at Mann Cottage Surgery, you will find it here in our monthly practice Newsletter.

REFLECTION from our GP partners.

Moreton in Marsh and the surrounding areas are growing!

"The increase in housing and increased traffic volumes in Moreton are clear to everyone and as with all public services, we are also feeling the pressure of the rapid growth of our community. It seems like a lifetime ago now when we were operating from the original Mann Cottage site. New external pressures and increased demand for health care has spurred us on to review our services and put in place some foundations for change. With change comes uncertainty. We want to re-assure you that we will always put our patients at the front and centre of our priorities. We are determined to maintain our history of delivering care as a 'family' practice.

Within this, and future newsletters, you will find information about how we are evolving and adapting to ensure good access to health care for all our patients.

*We are blessed with a wonderful team of doctors, nurses, admin staff and dispensers, and let's not forget the front of house reception team, led by Di, we also have Lukas, Helen, Kerry, and Liv. Now, more than ever, the reception team are crucial in ensuring our patients get **the right care, with the right person, at the right time.***

We are confident with the continued hard work of our team and support of our patients we can look forward to the future, delivering excellent health care to our community".



**Dr Cathy Bobrow &
Dr Hywel Furn Davies**

SIGNPOSTING

We recognise that wait times for routine GP appointments are longer than they used to be, as demand for our services overall has increased. It is important to us that our patients understand their options for care. As part of the North Cotswolds Primary Care Network, we can now offer appointments with specialist practitioners such as -

Clinical Pharmacists

providing patient care that optimises the use of medication and promotes health, wellbeing, and disease prevention.

A Mental Health Nurse

offering front line mental health support and advice to help you with an existing or new problem.

A Physiotherapist

to assess and provide treatment for new musculoskeletal problems. No referral from the GP is needed.

Mann Cottage Surgery

How to use our services for the best outcome

Think CARE

Easy Guide to Booking an Appointment

Phone Mann Cottage Surgery phone number: **01608 650764.**

8:00am to 10:00am	We request that ONLY patients with URGENT on the day problems contact us between these times
10:00am to 6:30pm	Contact us to book any ROUTINE appointments
2:00pm to 6:30pm	Contact us for test results and other queries

Thursday Only: 1:00pm to 2:00pm Our phone lines are closed.

(NB: the emergency line is still active during this time)

C ondition	The Receptionist will ask you a few questions regarding the problem you are calling about.
A ssessment	The Receptionist will need your help to assess the timeframe in which you will need to be seen for a safe outcome.
R eferral	The Receptionist with your help, will decide which healthcare professional you need to see.
E xamination	The Receptionist will book your appointment with the most appropriate clinician for your problem.

At the beginning of **EVERY** telephone call, you will be asked to confirm personal details of the patient requesting treatment, this is to help achieve the most appropriate outcome.

For any admin/non urgent requests please use the practice website www.moretondoctors.nhs.uk If you need help with accessing this, please ask a member of staff.

Next month – Community Pharmacy Services, Focus on MC team member, Primary Care Network Frailty Task Force, Join our PPG.