



Patient News



Fine February

Well, February has brought slightly warmer temperatures, Snow drops, Irises and lighter evenings which makes for much happier moods and less inclination to hibernate!

We have some important updates about our dispensary services in this month's newsletter, and some exciting news about how we will be approaching long term condition care in the future.



Group Consultations

We have wanted to start group consultations at Mann Cottage for some time. There is substantial evidence that gathering patients with the same health condition in a group for a consultation supported by a specialist clinician to enter friendly discussion with others experiencing the same health challenges, can improve patient outcomes.

How might this affect me?

If you are managing a condition such as Diabetes or Asthma, you may now be invited to attend a group consultation instead of your one-to-one annual review of your long-term condition.

What are the benefits?

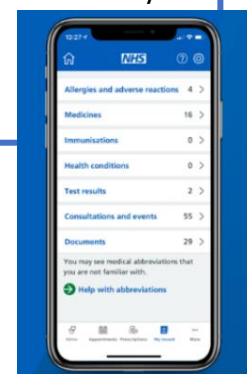
Sharing your thoughts, worries and top tips for coping with your long-term condition with others going through the same, can help you in ways you might never have thought. Diet, exercise and lifestyle can all have an affect on your wellbeing and your ability to manage your health.

Will I have a choice to take part or not?

You can absolutely choose if you would like to take part in a group consultation or not. We will offer you the option. If you choose not to, you will have a one-to-one consultation as you have done previously. We will be starting by inviting our Diabetic patients to a Group Consultation as their second part of their annual review. You will be booked to see Vicky for your foot check and blood tests as usual and then for the second part of the review you will be offered the opportunity to attend a group consultation led by Beverley Bostock our Diabetes specialist nurse and facilitated by Vicky. More information about Group Consultations will be available as we develop this new approach to care.

Online Access

Having access to your medical records online can support you in managing your health. To find out more, and for help if you would like to set up the NHS app, ask one of our reception team. Our Systems manager Lukas can help you.



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.

IMPORTANT NEWS from the Dispensary Team

From Monday 31st March 2025

the dispensary phone lines will be open to take calls at the following times.

Morning	09.30 – 10.30
Afternoon	14.00 – 15.00

We have taken the decision to reduce the time the phone lines are open to maximise time for the team to dispense medication.

We have recently promoted the use of the NHS app for medication ordering, (among other things) and we have had a fantastic increase in patients ordering their medication online.

Your options for ordering your medication in future will be:

- Order ONLINE via the NHS app or other health record app.
- Call Dispensary between 09.30 & 10.30 or 14.00 & 15.00.

Order repeat prescriptions on the NHS App



Focus on the Dispensary Team

Lorna and Jess have both worked for Mann Cottage for many years. When they were asked what their favourite thing is about working here, they both said 'the patients' followed by, the abundance of treats they are gifted by patients! You know who you are! 😊

'We are lucky as a rural dispensary to know most patients very well. However, we are growing and that in turn means we are busier than ever before. We always do our best to dispense prescriptions as quickly as possible, however we do still ask for 5 working days in which to dispense and we will send a text message or call you if your order is ready sooner. If you collect your prescription from a pharmacy usually, they too ask for 5 working days in which to dispense your medication, so please still order from us in good time. We have good relationships with the surrounding pharmacies, and this helps us meet your needs more efficiently too. We really do love working to support the health of our community and friendly faces appearing at the hatch can really turn a bad day into a good one!'



Congratulations!

To Abby our Apprentice Dispenser for passing her Buttercups Pharmacy Services Assistant qualification.



Asthma Update

Exciting new changes in asthma treatment!

Following a recent update from the British Thoracic Society working with the National Institute for Health and Care Excellence, people age 12+ with asthma are now being offered a safer, more effective approach to managing their condition. This involves having one inhaler which is used to both treat the asthma and to relieve symptoms instead of the old-fashioned (and less safe) 2 inhaler approach (often a brown and a blue). The combination inhalers have both ingredients in them, they work within minutes, and they reduce the risk of asthma attacks and hospital visits. Bev, our respiratory nurse, is also the Asthma Lead for the Association of Respiratory Nurse Specialists and has already switched many people with asthma to this single inhaler approach. Please contact us if you would like further information.