



CHANGES TO OUR APPOINTMENT SYSTEM

To improve the way we manage appointments, all requests for doctor consultations will now be triaged by a clinician before an appointment is scheduled. This applies to all requests, including those for sick notes, test requests, prescription requests and more.

Econsult

We are excited to introduce a new way for you to consult with us online:

- **Online Consultation:** Complete your econsult online using your mobile, laptop or tablet. It's quick, easy and secure
- **Assistance Available:** If you're unable to complete the econsult yourself, our team is here to help. We can take your details over the phone and assist with the process

New econsult Appointment Times:

- **Monday to Friday:** 7:00am to 1:00pm
- **No longer available:** Sunday to Thursday, 6:00pm to 8:00pm

Clear Communication

You will be informed of the time and date by which you will hear back from us after submitting your econsult

Post-Triage Arrangements

Based on the triage, you may be contacted for:

- A same-day appointment with a GP or Nurse Practitioner
- A routine pre-booked appointment with GP or Nurse Practitioner
- Referral to Urgent Treatment or Walk-in Centres at The Royal Victoria Hospital
- An appointment with a physiotherapist, social prescriber or other allied health professionals
- Self-help advice directly from the GP

Please note: These changes only affect doctor appointments. Appointments with our nursing team or for long-term condition reviews will remain unchanged.

Opening Times

Monday to Friday

Reception: 08:15 - 18:30

Telephone: 08:00 - 18:30

All telephone calls are recorded for training purposes.

Named GP

All our Patients have a named accountable GP. If you would like to know who your named GP is please ask reception.

Updating Contact Details

The GPs have asked if all patients could please keep us updated with their contact information, this is to ensure the GP surgery can contact you if needed.



WEBSITE UPGRADE - NOW MORE USER-FRIENDLY!

We are pleased to announce that our website has been fully updated to be more compatible with all devices - whether you're using a mobile, tablet, or laptop. The new design is more intuitive, making it easier for you to find the information you need, book appointments and access online services.

VISIT OUR UPDATED WEBSITE!

WELCOME DR SYAD

We would like to welcome Dr Sidra Syad to The Manor Clinic who will be joining our team from Tuesday 27th August and will be here Tuesday, Wednesday and Thursday.

DOWNLOAD THE NHS APP TODAY TO TAKE CONTROL OF YOUR HEALTHCARE!

You can:

- Order repeat prescriptions
- Book and manage appointments
- View your GP records, and more - all from your phone

It is easy, secure, and gives you access to essential health services at your fingertips. Get started now to manage your health with ease and convenience.

For more information visit The Manor Clinic Website

www.manorclinic.co.uk

NHS Staff must be able to come to work without fear of violence, abuse or harassment from patients or their relatives. The NHS has a zero tolerance attitude towards violence.

Violent, threatening or abusive behaviour including shouting and swearing will not be tolerated at this practice.

Patients who act in such a manner will be asked to leave the premises; the Police may be called and you could be removed from our patient list.

Our staff are here to help you, please treat them with respect

CLINICS:

(Subject to change)

Dr Fernandes:
Contact reception

Dr Chireka: Tuesday
Am and Friday PM

Dr Gupta: Monday Am
and Friday AM & PM

Dr Mishra: Monday
Am & PM and
Thursday AM & PM

Dr Noorpuri: Monday
AM & PM and
Wednesday AM & PM

Dr Syed: Tuesday
AM&PM and Thursday
AM & PM

Debbie Wood:
Monday, Tuesday,
Wednesday and
Thursday AM & PM