

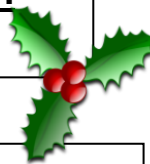
GOOD. CQC report: Use the link. www.cqc.org.uk/location/1-515288113



Christmas- New Year Opening Times

WEDNESDAY 23 RD DEC	OPEN AS USUAL
THURSDAY 24 TH DEC	OPEN AS USUAL
FRIDAY 25 TH DEC	CLOSED
SAT&SUN 26 TH /27 TH	CLOSED
MONDAY 28 TH DEC	CLOSED
TUESDAY 29 TH DEC	OPEN AS USUAL
WEDNESDAY 30 TH DEC	OPEN AS USUAL
THURSDAY 31 ST JAN	OPEN AS USUAL
FRIDAY 1 ST JAN	CLOSED
SAT&SUN 2 ND /3 RD JAN	CLOSED
MONDAY 4 TH JAN	OPEN AS USUAL

Please ensure you have put your prescription requests in early before Christmas



CORONA VIRUS

We now have a dedicated page for the most up to date information on the Covid 19 Pandemic, please visit The Manor Clinic website to get the most recent news on the Corona Virus. www.manorclinic.co.uk

We are currently updating our records so we can accurately identify our most vulnerable patients this winter as part of the Covid response from NHS England.

A part of this is ensuring we have everyone's ethnicity recorded. Please visit the Manor Clinic website and complete "Your Clinical Record Form" to update your details.

HM Government

We must keep on protecting each other.

NHS

HANDS FACE SPACE

STAY ALERT · CONTROL THE VIRUS · SAVE LIVES

OPENING TIMES

Monday to Friday

Reception: 08:15 – 18:30

Telephone: 08.00 – 18:30

All telephone calls are recorded for training/monitoring purposes

Named GP

ALL our patients have been allocated a named accountable GP. If you would like to know who your named GP is please ask reception.

Patient Participation Group

Unfortunately due to Corona Virus the patient group meeting has been postponed. Further details for the next meeting will follow when we are able.

Patient Access

Book online and save time.
Book or cancel appointments
Order repeat prescriptions
View your health records.
For more details visit The Manor Clinic Website.
www.manorclinic.co.uk

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.

CLINICS:

(Subject to change)

Dr Fernandes:

Contact Reception

Dr Chireka:

Monday AM & PM
Tuesday PM
Friday PM

Dr Gupta:

Monday AM
Tuesday AM
Thursday AM
Friday AM

Dr Pulapalli

Tuesday AM & PM

Dr Elas

Wednesday AM & PM
Friday AM & PM

Dr Johnson

Monday AM
Thursday AM & PM
Friday AM & PM

Dr Mishra

Tuesday AM & PM
Wednesday AM & PM
Thursday AM & PM

Debbie Wood

Monday AM & PM
Tuesday AM
Wednesday AM & PM
Thursday AM & PM
Friday AM & PM

Gloria Daly

Monday AM & PM
Tuesday AM & PM
Wednesday AM

Appointments

Due to the corona virus pandemic we have changed the way we book appointments. All appointments are triaged by a GP or by our clinical practitioner's. Reception therefore will ask for brief details of your problem before booking you a telephone advice from the clinician.

They will then call you and will decide if they can treat you either over the phone or by a video consultation. Which they can use if they need to see you but don't necessarily need you to come to the surgery. The GP's will ONLY ask you to come to the surgery if they are unable to help over the phone or through video consultation.

Econsult

You are now able to do an online consultation through econsult. Econsult is a new service which gives you access to self-help information or administrative requests such as a sick note or test results. It also allows you to complete a consultation online and received a response from your GP by the end of the next working day.

To access the econsult services or for up to date information on the COVID 19 Pandemic please visit our website:

<https://www.manorclinic.co.uk/index.aspx>

REPEAT PRESCRIPTIONS CAN TAKE UP TO 48 HOURS TO PROCESS AND 72 HOURS IF RECEIVED BY THE SURGERY AFTER 12PM. THIS DOES NOT INCLUDE WEEKENDS OR BANK HOLIDAYS.

Prescriptions can be requested either through online EMIS access or posting repeat prescriptions through the Manor Clinic door.

Please note due to the corona virus crisis the chemists are under extreme pressure therefore allow at least 2-3 working days for the chemist to prepare your prescriptions.

All prescriptions will now be sent electronically to the pharmacy. If you normally collect your medication from the surgery please contact reception to arrange for your prescriptions to be sent electronically to a local pharmacy.

The Surgery operates a ZERO TOLERANCE POLICY and there is CCTV in operation in and around the Surgery. Such behaviour may result in your removal as a patient.

Rude or aggressive behaviour shown towards any member of the practice team is unacceptable.

